

# **1996 MEDICARE MANAGED CARE RESOURCE INFORMATION DIRECTORY**





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MEDICARE  
MANAGED CARE  
RESOURCE  
INFORMATION  
DIRECTORY**

Health Care Financing Administration  
Office of Managed Care  
Baltimore, Maryland 21244-1850  
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## FOREWORD

This is a time of tremendous change in the delivery of health care. In the private sector, a growing number of traditional health care indemnity insurers are designing and offering a wide variety of managed care products. In Medicaid, States are aggressively pursuing Medicaid waivers to develop health delivery programs that provide greater flexibility and enhance the state's ability to act as a prudent purchaser of health care for its vulnerable population groups. Within the Medicare program, over eleven percent of all Medicare beneficiaries have chosen to enroll in Medicare-contracting managed care plans. In turn, managed care plans desiring to contract with Medicare to provide services to our customers grew at a rate of over 25 percent during 1995.

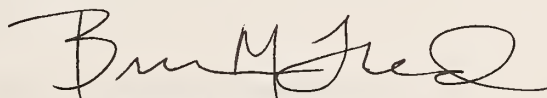
As the new Director of the Office of Managed Care, and former legal aid attorney and patient advocate, you may be interested to know how I plan to enable this organization to meet the new challenges posed by the needs of a growing Medicare managed care population, the Medicare-contracting managed care plans, and those who are concerned about the interaction between the two.

We will improve our operational efficiency in areas which will enable us to serve as a catalyst for positive changes within this evolving managed care population. The kinds of changes that I believe will help to guide the program through this new era include; (1) health plan accountability, (2) quality improvement, monitoring and enforcement, and (3) beneficiary information and empowerment.

We want to provide a broader array of information about participating plans to help make health care decision making less burdensome and more beneficiary-friendly. In this document, you will find information about the new **Out-of-Network/Point-of-Service** option being offered by some managed care plans and an expanded section on **Appeals**. Please let us know if the information is helpful and what we can do to make this document a better resource for you.

Managed care can be a quality health care choice for many Medicare beneficiaries. We encourage the use of this document in that process. Additional resources are available from the local **Health Insurance Counseling Programs**, which are listed elsewhere in this document.

I hope that this directory assists Medicare beneficiaries in getting the best possible health care.



**Bruce Merlin Fried**  
**Director**  
**Office of Managed Care**

## WHAT'S NEW IN THE 1996 DIRECTORY?

The 1996 Directory includes information about a new product, program changes and responds to many of the inquiries and suggestions we have received over the past several years. The Directory includes:

**SECTION I:** An expanded Beneficiary Rights and Information section - providing additional information to assist beneficiaries in becoming better informed consumers, to understand a greater number of managed care related issues and to provide support for the most effective health care decision-making process.

The **Medicare SELECT** information has been updated to reflect the expansion of the product which some plans may offer beginning in 1996.

We have included information about the new **Out-of-Network/Point-of-Service** product which some plans may offer beginning in 1996.

We have expanded the Appeals, Complaints and Grievances section to provide more information about appeals where the beneficiary has requested a reconsideration of an unfavorable decision by the managed care plan.

**SECTION II: WHERE TO OBTAIN HELP** - contains information to assist you in contacting HCFA Regional Offices, Health Insurance Counseling Programs, State Insurance Departments and Peer Review Organizations.



## TIPS FOR USING THIS DIRECTORY

The information in this Directory has been developed to assist SSA workers and other Directory users in locating Medicare-contracting coordinated or managed care plans near the residence of potential enrollees. The directory is updated through January 1996 and provides information in the following manner:

All plans are listed within Regions.

Regions are broken into States and the plans are listed in alphabetical order.

All counties (full and partial) included in the plan's service area are listed. Some plans provide services only in specific zip codes within a county. For more information about the plan, services provided, limitations or the zip codes in the counties serviced by the plan, please call the plan directly.

Plans which provide services in counties across two or more State lines are listed in each State. However, only the counties for a particular State are listed in the State. Plans which have more than one type of contract or agreement with HCFA may be listed one or more times.

**USING THE KEY:** The various types of managed care plans may be identified by the **Key** which follows each plan address. The **Key** is constructed to indicate the State in which the plan is located and what kind of contract or agreement the plans has with HCFA.

- The first two digits of the **Key** identify the State in which the plan is based. This State identification may differ, in some instances, from the State listed in the address for the plan.
- The third digit in the **Key** identifies the plan by the type of contract or agreement it has with HCFA. The three types of contracts are **R** for Risk, **C** for Cost, and **H** for HCPP.

The most important feature of the third digit is that it readily enables the user to quickly determine if a particular plan has a **Lock-in** feature (**R plans**), or in the case of an **H** plan, may only provide Part B services or may only be open to members of a particular group (i.e., employer, union, etc.)

**REMEMBER:** Individuals choosing to enroll in a plan with a "Lock-in" (**R**) provision must receive all health care services from providers of the plan, except in an emergency or when urgently needed care is required while the member is out of the plan's service area.

Example: Mrs. Mary Jones stopped by the Indiana Department of Insurance to discuss the possibility of joining an HMO with a Medicare contract. The State Counselor determined that Mrs. Jones lived in Clark county, Indiana. The Directory revealed that only one HMO provided services in Clark county and the **Key** was used to tell Mrs. Jones that the HMO providing services in her area was located in Louisville, Kentucky and had a **Lock-in** feature. The Counselor explained the significance of the **Lock-in** provision and upon request, provided the name, address and telephone number of the HMO for Mrs. Jones.

The five digit number in parenthesis at the end of the **Key** is the HCFA-assigned number for a particular plan. Multiple numbers are provided in instances where more than one HCFA contracts exists.

**Just a reminder.** We have not separately identified partial counties in the plan listing. Therefore, it is important to remember that some plans may not provide or arrange for services to be provided in all parts of the counties listed. The plan's representative can tell any potential enrollee whether he or she lives in the plan's service area.

We have included supplemental information in this document which may be useful in assisting individuals with various health care and insurance-related needs. This additional information includes HCFA Regional Office contacts and a listing of State Insurance Commissioners and telephone numbers for Insurance Counselors.

(For more information about the differences among managed care plans, SSA workers may consult **POMS HI 00208.070**. Other interested individuals may wish to review HCFA publication #02195, **Managed Care Plans**.)

**NOTICE:** The annual update of the Directory will be available around the spring of each year from the Health Care Financing Administration. If you have corrections, additions or suggestions for making this a more useful document, please use the form at the back of the Directory to address those issues. Also, this Directory is available on 3 1/2 inch diskettes, WordPerfect for Windows 6.1 format. Requests for diskettes should be forwarded to :

ATTN: Margie Sharif/Office of Managed Care  
Health Care Financing Administration  
7500 Security Boulevard, Rm S3-02-1  
Baltimore, Maryland 21244-1850

The Medicare Managed Care Resource Information Directory is on the World Wide Web and can be found under the Medicare button of the home page at:

[HTTP://WWW.HCFA.GOV/](http://WWW.HCFA.GOV/)

## **SECTION I: BENEFICIARY RIGHTS & INFORMATION**





## BENEFICIARY RIGHTS

Under the Medicare managed care option, the beneficiary has a right to expect that the basic health benefit package available under the traditional fee-for-service program can be obtained from managed care plans. The beneficiary has a right to know what benefits are provided, any applicable restrictions or limitations, and which services are excluded. The beneficiary has a right to know if there are premiums, deductions, copayments and to which services the copayments apply.

In turn, the plan must either provide the services or arrange for the beneficiary to receive services from a qualified provider. Beyond that, the delivery of selected care and services is directed by the plan using proven medical practice techniques, acceptable regional and community norms or new information about improved health care delivery methods. In some instances plan providers may consult with other Medicare contractors to confirm local practices with respect to a particular treatment modality.

The beneficiary has a right to expect that managed care plans will provide instructions on how the beneficiary can obtain emergency and urgent health services on a 24-hour basis, both in the plan's service area and when the beneficiary is away from home.

The beneficiary has a right to expect managed care plan staff and providers to provide accurate information about ways the beneficiary can address medical issues and problems with the plan. This includes a description of the plan's internal complaint procedures as well as the Health Care Financing Administration's (HCFA) required appeals and grievance processes.

The beneficiary has a right to expect managed care staff and providers to provide a full explanation if and when the plan denies a service, fails to continue a service which the beneficiary believes is required, or delays the provision of a service. Where appropriate or when requested by the beneficiary, the service denial should be accompanied by information necessary for the enrollee to pursue the appeals process.

The beneficiary has a right to expect that his or her care will be appropriate for his or her age, sex, preventive and acute or chronic health care condition.

The beneficiary has a right to expect that plan providers will be able to communicate with the beneficiary in his or her language and that quality care will be provided in a way that is culturally sensitive.

The beneficiary has a right to expect that the managed care industry and HCFA will work expeditiously to provide plan outcome data from patient encounters to help all beneficiaries make better educated decisions about health care providers.



The beneficiary has a right to be a good patient, to be an informed health care consumer, to be prepared to discuss all problems which should be addressed by the health care provider, to become familiar with his or her condition, to discuss new treatment modalities with the provider, to follow treatment regimens, to contact the provider promptly if reactions to prescribed medications occur or if an emergency out-of-area service is required, and to observe good health habits.

The beneficiary has a right to enjoy freedom from marketing enrollment pressures and the right to disenroll from the plan.

And finally, the beneficiary has a right to expect staff at the plan and at HCFA to respond to all inquiries promptly and courteously.

## MEDICARE SELECT

### What is Medicare SELECT?

Medicare SELECT is private insurance that supplements traditional Medicare insurance coverage. Medicare SELECT is the same as standard Medigap insurance in nearly all respects. If you buy a Medicare SELECT policy, you are buying one of the 10 standard Medigap plans. Medicare SELECT is required to meet certain Federal standards and is regulated by the state insurance commissioners.

The only difference between Medicare SELECT and standard Medigap insurance is that some insurers have specific doctors and hospitals that you must use, except in an emergency, to receive full benefits. Medicare SELECT policies generally have lower premiums in comparison to other Medigap policies because of this requirement.

### Isn't Medicare SELECT only available in 15 States?

This has changed. Congress originally designed Medicare SELECT as an experimental program and initially approved its availability in 15 states. Last year Congress expanded the program to include all 50 states and extended it for another three years. It will be up for reauthorization in 1998.

If the program is not continued after 1998, insurers are still required to honor all Medicare SELECT policies in effect as of that date because they are guaranteed renewable. This means that you could keep your Medicare SELECT policy as long as you wanted it. You would also have the option to purchase, without regard to the status of your health, any other Medigap policy that the insurance company or HMO offers, if it issues Medigap insurance other than Medicare SELECT. To the extent possible, the replacement policy would have to provide similar benefits.

### How does Medicare SELECT work?

Medicare SELECT policies generally include certain conditions that you must follow. If you follow these rules, Medicare will pay its share of the approved charges and the SELECT policy will pay or provide full supplemental benefits. Under some Medicare SELECT policies, payment may be denied or reduced if you go outside the network for non-emergency services. (Network restrictions do not apply to emergency care.) However, if you decide to use a health care provider that is not in the network, Medicare will continue to pay its share.

Medicare beneficiaries have the freedom to choose each time health care is needed, between the Medicare SELECT network or any health care provider not in the network. **REMEMBER**, choosing to receive care from a Medicare SELECT network is likely to cost less than choosing care from a non-SELECT health care provider. For Example:

- (1) Ms. Smith has a Medicare SELECT policy. Ms. Smith receives care from Dr. Jones, who is a Medicare SELECT physician. Dr. Jones' bill is \$100. Medicare approves the charge and pays 80 percent (\$80) of the Medicare-approved amount. The Medicare SELECT policy covers the remaining 20 percent (\$20). Ms. Smith makes no payment to Dr. Jones.
- (2) Two months later, Ms. Smith receives similar care from Dr. Todd, who is not a Medicare SELECT physician. Dr. Todd's bill is \$100. Medicare approves the charge and pays 80 percent (80), and Medicare SELECT **does not** contribute to the bill. Ms. Smith pays Dr. Todd \$20.

### **How can individuals find out about Medicare SELECT policies?**

Medicare SELECT policies can be sold by insurance companies and HMOs throughout the country. You can find out whether a Medicare SELECT is available in a particular area and who sells the policies by contacting the State Department of Insurance.

**NOTE:** If a Medicare beneficiary already has a Medigap policy and decides to enroll in a managed care plan, the beneficiary may want to keep the Medigap policy for a short time until a final decision is made to stay in the plan. It is recommended that eventually the Medigap policy be canceled because some of the Medigap benefits are likely to duplicate the managed care plan benefits. Beneficiaries should obtain assistance from the State Insurance Counseling Service before making a final decision.



## **THE OUT-OF-NETWORK/POINT-OF-SERVICE OPTION**

### **What is the Out-of-Network/Point-of-Service option?**

The **Out-of-Network** or **Point-of-Service** option is a new managed care product available to Medicare enrollees of Medicare-contracting HMOs. Typically, the **Out-of-Network/Point-of-Service (ON/POS)** option will allow members of an HMO to receive certain services outside the plan's established provider network. The **ON/POS** option will usually increase the cost-sharing amount for potential members.

### **Who should consider the Out-of-Network/Point-of-Service option?**

1. Any Medicare beneficiary who needs the increased flexibility to seek health care services outside of the HMO's provider network.
2. Any Medicare beneficiary who may have been reluctant to enroll in an HMO because the individual was "**locked-in**" to using the HMO's network of providers.

### **Can each Medicare beneficiary choose the kind of services he/she would like to have under the Out-of-Network/Point-of-Service option?**

No. Risk plans are responsible for designing the benefit. For example, plans may:

1. Determine what services will be offered.
2. Set annual cost limits on services provided through the benefit.
3. Design beneficiary cost-sharing provisions, including premiums, coinsurance, copayments and deductibles.

Beneficiaries who are interested in the **ON/POS** option should get copies of all benefit packages in the area. These should be compared to determine which set of benefits will best meet the needs of the individual.

### **Who will monitor this new managed care product?**

HCFA will monitor **ON/POS** benefits to (1) ensure that plans continue to make all Medicare-covered services available and accessible in the plan's established health care provider network, and (2) ensure continued financial soundness.

**The Medicare program is very complex. How will beneficiaries be educated about this new benefit?**

HMOs that choose to offer an **ON/POS** benefit must provide beneficiaries with clear and concise information about the product, including information about any costs associated with using the benefit, restrictions on using the benefit and appeal rights. As with other marketing materials, HCFA will review and approve informational materials on the out-of-network benefit.

**Are all Medicare-contracting managed care plans offering this option?**

No. Only the managed care plans that have “**risk-based**” contracts that choose to and receive approval from HCFA may offer an **ON/POS** option. Since “cost” HMOs allow members to go out of plan to receive routine services, these HMOs do not need to offer the **ON/POS** benefit.

**Why is HCFA permitting these plans to offer a new benefit at this time?**

This product has been a very popular option within commercial HMOs and a number of such plans had requested direction from HCFA on how to structure an **ON/POS** benefit for Medicare enrollees. In addition, the availability of this new product will help Medicare beneficiaries achieve parity with commercial enrollees by providing similar health care choices.



## MARKETING

Managed care plan marketing can provide both an educational and enjoyable experience for beneficiaries. Many managed care plans expand the traditional marketing activity to engage in a concerted effort to match the beneficiary with the plan. This process increases the likelihood that future enrollees will be well served and remain with the plan.

Some plans provide health care discussions for groups of individuals as part of the marketing strategy, offer coffee and donuts, provide an opportunity for attendees to ask questions, or speak with some current enrollees. This approach allows the plan to reach more than one individual at a time and maximizes marketing staff effectiveness.

However, when marketing abuses occur, a beneficiary may be wrongly pressured into joining a managed care plan. A guiding principal is that "not all Medicare beneficiaries belong in managed care plans". The marketing process should include a determination of which individual is a good managed care candidate and which individual will be better served by the traditional Medicare program.

How do marketing abuses occur? There are basically three reasons why managed care plans pursue an overly aggressive marketing campaign to solicit enrollees:

1. A particular area becomes saturated with managed care plans and competition for enrollees assumes an increased level of intensity.
2. The general requirement that managed care plans enroll one individual at a time. The requirement tends to increase the importance of each beneficiary contact for the marketing staff.
3. The managed care plan may offer incentives for its marketing personnel to enroll as many new members as possible.

Competition can provide positive results for beneficiaries, often driving down premium prices and reducing beneficiaries' out-of-pocket costs. Conversely, some beneficiary copayments may be increased or associated with a greater number of services to offset lower or eliminated premiums.

### INAPPROPRIATE SOLICITATIONS

The agency has occasionally become aware of instances in which plan staff have solicited individuals for plan participation who may not fully understand the implications of plan enrollment or who may be inappropriately encouraged to join a plan. Although such stories are primarily anecdotal, they are troubling for the agency and may serve as the basis for further review of the plan's marketing practices.

## **PROHIBITED MARKETING ACTIVITIES**

The agency specifically prohibits marketing practices which either mislead, confuse or misrepresent (See Part 2, Chapter 3, Marketing - Section 2211 of the Medicare HMO/CMP Manual).

The most appropriate way to determine which plan is best is for the beneficiary to engage in a thorough comparison of ALL PLAN MATERIALS, PRICES AND SERVICES. Until this process is complete, the beneficiary should be encouraged "TO JUST SAY NO".

## **HOW HMOS ARE FUNDED**

Two of the most frequently asked questions about managed care plan payments are:

- How much does the government pay the HMO for my care?
- How can the HMO make a profit if it does not charge a premium?

There is no simple answer to the first question. HCFA's payment to each plan on behalf of a beneficiary will vary by geographic location, by plan, by inpatient status and whether the enrollee has end stage renal disease or is a working aged individual. HCFA calculates the plan payment based on what the agency would have paid for the individual if he or she had received services under the fee-for-service program less five percent. The agency generally responds to this inquiry by providing a listing of average county payments.

The second question is easier to explain but is often not believed by the inquirer. In some instances, the payment that HCFA makes to the plan is sufficient to cover the plan's cost of providing health care services to the Medicare beneficiary. In other situations, the plan will augment the HCFA per member per month amount with copayments or coinsurance for certain services, or a deductible. This combined amount is sufficient to cover the cost of providing health care services to the enrolled beneficiary in lieu of a monthly premium.

If the plan's payment structure is not profitable, a premium may be charged, copayments increased or applied to a greater number of services.

For Medicare covered services, an HMO is prohibited from charging a Medicare beneficiary more than an amount specified by Medicare. Each year HCFA informs the HMO of this maximum amount and the HMO must inform its Medicare enrollees.

The beneficiary is always responsible for payment of the Medicare Part B premium as a condition of continuing eligibility for the managed care option. In most instances, the Part B premium is withheld from the beneficiary's Social Security check.

## THE BENEFICIARY AS AN INFORMED CONSUMER

Most surveys have found that Medicare beneficiaries are satisfied with the health care they receive through managed care plans. However, if the beneficiary or potential enrollee is not familiar with managed care plans, he or she needs to know how these plans operate. HCFA provides information about managed care plans in several publications. These include:

Medicare and Managed Care Plans, Publication No. HCFA 02195

85 Commonly Asked Questions, HCFA Publication No. 02172

The Medicare Handbook, Publication No. HCFA 10050

Guide to Health Insurance for People with Medicare, Publication No. HCFA 02110

Copies of these publications may be obtained by calling HCFA's Hotline at 1-800-638-6833.

### Making an Informed Decision

Before making a final decision on which plan to join, the beneficiary should follow these simple rules:

- Read each plan's literature to see what kind of plan it is and what it pays for.
- Determine what plan services are provided at additional cost and how much. All preventive services should be identified as well as any limitations associated with visits or services. The beneficiary should fully understand where to go for emergency, urgent and routine care.
- If plan materials do not provide answers to all questions, the beneficiary should contact the plan for additional information. Beneficiaries should make a note of how plan staff respond to such inquiries and use the information in evaluating the plan.
- Beneficiaries should not hesitate to ask about plan doctors and how to change doctors if a satisfactory relationship cannot be established.
- Beneficiaries should know how to use the plan's complaint system and how appeals and grievances are handled.
- Beneficiaries should inquire among friends and relatives to determine if any are currently enrolled in managed care plans or have been enrolled in the past. Beneficiaries should ask about their experience with the plan.
- Beneficiaries should ask the plan representative if member satisfaction surveys are conducted and if the results are available for review.
- Beneficiaries should not hesitate to contact HCFA Regional Offices to determine if a plan has failed to comply with HCFA regulations.



## **MANAGED CARE AND RETIREMENT OR CONTINUING CARE COMMUNITIES**

An increasing number of individuals are electing to enter retirement, continuing and life care communities. These lifestyle housing changes have provided new challenges for managed care plans. The result is that some of these residents are discovering that managed care plans will not permit the enrollee to return to the community following an acute care episode. In most instances this problem arises because the managed care plan does not have a contract with the retirement, continuing or life care community for post-acute, follow-up or rehabilitation care. In the absence of a contract with the community, the plan refers the Medicare enrollee to its own facility. In some cases, the plan's facility may be miles away from the retirement community, the enrollee's friends and relatives.

To minimize these problems, Medicare beneficiaries who are managed care enrollees should determine if a contractual relationship exist between the plan and the community as part of the initial decision-making process. In some instances the individual may find that he or she may return to the community for follow-up care. In other instances the individual may discover that the plan will use other facilities for post-acute care. In these situations, it may be better for the individual to disenroll or not elect enrollment under the managed care plan. Electing the traditional fee-for-service program may be the best option under these circumstances.

## **DUPLICATE COVERAGE**

Legislation prohibits entities from selling health insurance to beneficiaries that would duplicate coverage which the beneficiary already has under Medicare. Every beneficiary who joins a managed care plan should review all policies to determine if he or she has duplicate insurance coverage. Assistance in reviewing insurance policies may be obtained through local Health Insurance Counseling Programs.

The agency provides additional advice for fee-for-service Medicare beneficiaries who enroll in managed care plans and who have Medigap or supplemental coverage. The agency recommends that the supplemental or Medigap policy be retained for a while until the individual is certain that he or she will remain with the plan.

If the Medigap or supplemental coverage is dropped immediately, the individual may not be able to obtain comprehensive coverage if he or she returns to the traditional Medicare program. A 6-month waiting period may be applied before full coverage can be obtained.

## APPEALS, COMPLAINTS AND GRIEVANCES

Every Medicare beneficiary has the right to complain when he or she feels that his or her plan has failed to provide Medicare covered services, has not performed up to his or her expectations or has failed to meet plan or HCFA requirements. There are three types of procedures available for beneficiaries to use in resolving complaints. Each procedure covers specific types of complaints. It is important to direct a complaint appropriately in order to get a response as soon as possible. The procedures are:

1. The plan's internal grievance procedures.
2. The Peer Review Organization procedures.
3. The appeals procedures.

Plan materials are required to explain all complaint procedures. These materials should include a thorough explanation of the steps an enrollee should follow in completing a complaint procedure. All managed care enrollees should receive a copy of this material from the plan.

### 1. The Plan's Internal Grievance Procedures

Grievances to the plan may include:

- + questionable enrollment practices
- + long waiting periods for appointments
- + physician demeanor or behavior
- + adequacy of facilities
- + involuntary disenrollment issues

Beneficiaries may wish to share these grievances with HCFA Regional Office staff. This information is useful in helping HCFA establish a pattern of behavior by the plan. The Regional Office can also assist a beneficiary in resolving an issue through the plan's grievance process.

### 2. Peer Review Organizations (PROs)

Issues which may be referred to PROs include:

- + quality of care issues
- + early discharge from a hospital



PROs work with plans to resolve quality of care issues. Quality of care issues may also be pursued under the plan's internal grievance procedures.

Under new regulations released November 21, 1994, an enrollee can request an immediate PRO review of an HMO/CMP's determination that an inpatient hospital stay is no longer necessary. In this case, the beneficiary remains in the hospital and is not billed for the period of review which is generally 24 hours.

### 3. Appeals Procedures

Appeals to the plan may include disputes involving:

- + denial of reimbursement for emergency or urgently needed services
- + denial of reimbursement for other services which the beneficiary believes are Medicare covered and should have been furnished
- + denial of requested services

The plan makes a written initial determination within 60 days once a complaint is submitted. If the decision is not fully favorable for the beneficiary, he or she may request a reconsideration by the plan. Plans must reconsider any initial determination if requested by the enrollee.

If the plan upholds its initial determination, the plan must forward the case to the Network Design Group (NDG), a HCFA contractor, for reconsideration. NDG provides independent review activities for HCFA. If NDG upholds the plan, the beneficiary can continue the appeals process by submitting the complaint through the traditional Medicare program appeals processes.

NDG also screens cases for potential quality of care issues and refers these cases to HCFA or the appropriate PRO for follow up.

When necessary, complaints may be pursued on behalf of the beneficiary by an authorized representative. Every Medicare beneficiary or his or her representative should be familiar with appropriate appeals, complaints and grievance procedures and should use these when necessary. The beneficiary may contact the nearest HCFA Regional Office for additional assistance.

## RECONSIDERATION CASE DATA

During 1993 and 1994, the highest number of cases appealed and forwarded for reconsideration involved:

- o services provided by **Non-plan Practitioners**
- o services provided in **Emergency Rooms**, and
- o services provided on an **Inpatient Hospital** basis. Of these cases:

Beneficiaries were almost **twice as likely** as managed care plans to be found responsible for costs associated with a questionable use of **Non-plan Practitioners**.

Beneficiaries were nearly **three times as likely** as managed care plans to be found responsible for costs associated with a questionable use of **Emergency Rooms**.

Beneficiaries were **less likely** than managed care plans to be held responsible for costs associated with a questionable use of **Inpatient Hospital** services.

	UPHELD FOR		UPHELD FOR		PARTIALLY		RETROACTIVELY	
APPEALED CASE TYPE	PLAN	%	BENEFICIARY	%	UPHELD	%	DISENROLLED	%
Non-plan Practitioner	1028	28	570	27	93	24	238	43
Emergency Room	999	27	373	18	23	6	21	4
Inpatient Hospital	268	7	345	16	50	13	144	26
Nursing Home Care	250	7	208	10	134	35	24	4
Clinic (Lab, X-ray)	251	7	152	7	28	7	72	13
Ambulance	266	7	139	7	5	1	2	0
DME/Medical Supplies	322	9	138	7	16	4	13	2
Therapies	79	2	53	3	14	4	7	1
Non-Medicare Benefit	175	5	50	3	10	3	0	0
Home Health Care	86	2	49	2	8	2	30	5
OPD Mental Health	7	0	6	0	1	0	1	0
Hospice Care	2	0	1	0	0	0	0	0
Total All Services	3733		2084		382		552	

Overall, beneficiaries were almost **twice as likely** as managed care plans to be found responsible for costs associated with all health care services for categories related to appealed and subsequent reconsidered cases in the sample.

**Twelve percent** of all reconsideration case decisions were partially favorable for the beneficiary.

**Fourteen percent** of all reconsideration case decisions resulted in the Medicare beneficiary being retroactively disenrolled from the plan.

**What are the implications suggested by this data for Medicare beneficiaries enrolled in managed care plans?**

1. Some beneficiaries may not belong in managed care plans. (See number of Medicare beneficiaries retroactively disenrolled from plans.)
2. Some beneficiaries may need a better understanding of what services are covered by managed care plans.
3. Some beneficiaries might not be contacting the plan early enough when out-of-network services are contemplated or obtained.
4. Some beneficiaries may need to see information in a different format/style/size than is currently available from plans or HCFA.
5. Some beneficiaries may not be receiving sufficient information from the practitioner about his/her condition to preclude the use of an inappropriate follow-up visit outside of the plan's network of providers.
6. Some beneficiaries may need to consider the purchase of an **Out-of-Network/Point-of-Service** option.
7. Some beneficiaries are using services appropriately and are being improperly denied coverage/payment by otherwise responsible plans.

The next section includes a sample of data from emergency room case files in instances where the beneficiary has requested a reconsideration of an initial unfavorable decision. Our intent in providing this data is to help interested individuals better understand which areas are most likely to cause problems for managed care enrollees. It is our hope that beneficiaries and those who assist them will familiarize themselves with plan coverage rules and restrictions **before problems arise** that might result in an appeal.



**APPEALS/RECONSIDERATIONS FOR EMERGENCY CASES**

<b>Beneficiary</b>	<b>Appeal</b>	
<b>Complaint</b>	<b>Decision</b>	<b>Comments</b>
Chest pain	Beneficiary upheld	Beneficiary believed chest pain was a heart attack.
Something stuck in throat	Plan upheld	Recurring problem and beneficiary had appt with plan on day of ER visit.
Pain on right side and chest	Beneficiary upheld	Beneficiary fell and believed a rib was broken.
Rash-allergic reaction ambulance for transportation	Plan upheld	Beneficiary experienced no shortness of breath, fever, chills, sore throat, earache, chest pain, nausea or vomiting.
ER hospital bill for \$500	Plan upheld	New coverage material included notice about \$500 annual deduction. Member acknowledged receipt of material.
Knee pain	Plan upheld	Member fell in kitchen 5 days before ER visit. No evidence of distress or fracture. No evidence that condition deteriorated.
Heel blisters Ambulance for transportation	Plan upheld	Services could have been provided by plan.
Sickle cell crisis. Ten visits to non plan provider during 2 month period	Dismissed	History of use of non plan services. Retroactive disenrollment by Regional Office of HCFA.
Dizziness w/vomiting and headache	Beneficiary upheld	Member had elevated blood pressure, nausea, vomiting, & vertigo.
Unable to sleep, choking sensation	Plan upheld	Dispute - member said plan physician authorized ER visit. Physician indicated instructions were to take benadryl and relax. Non emergency symptoms.
Severe pain in left ankle. Possible fracture	Beneficiary upheld	Previously injured ankle, hit with door. Plan failed to submit records to substantiate denial of emergency services.
Swollen forehead and black eyes	Plan upheld	Member fell 6 days prior & received ER care. Member returned to ER for care of related symptoms which could have been provided by plan.





## **SECTION II: WHERE TO OBTAIN HELP**



## IF YOU HAVE PROBLEMS

Occasionally, questions arise for which there are no immediate answers. In many instances, help is just a phone call away. Health care consumers, clients and Medicare beneficiaries may find answers to questions within the Health Care Financing Administration's Regional Offices or health insurance counselors. Staff at these locations can address a wide range of beneficiary-related questions, including whether a managed care plan is located in a particular area. A list of regional offices, States within each region and telephone number of contact points are provided below:

### **BOSTON - Region I**

John F. Kennedy  
Federal Building, Room 2375  
Boston, MA 02203

Beneficiary Services Branch  
(617) 565 -1232

Connecticut, Maine, Massachusetts,  
New Hampshire, Rhode Island and Vermont

### **NEW YORK - Region II**

26 Federal Plaza  
Room 3800  
New York, NY 10278

Operational Oversight Branch  
(212) 264-8522

New Jersey, New York, Puerto Rico,  
Virgin Islands

### **PHILADELPHIA - Region III**

3535 Market Street  
Philadelphia, PA 19104

Customer Service & Managed Care Branch  
(215) 596-1332

Delaware, District of Columbia, Maryland,  
Pennsylvania, Virginia, West Virginia

### **ATLANTA - Region IV**

101 Marietta Tower  
Suite 702  
Atlanta, GA 30323

Managed Care Operations  
(404) 331-2549

Alabama, Florida, Georgia, Kentucky,  
Mississippi, North Carolina, South Carolina,  
Tennessee

### **CHICAGO - Region V**

105 West Adams Street, 15th Floor  
Chicago, IL 60603

Customer Service Help Line  
(312) 353-7180

Illinois, Indiana, Michigan, Minnesota,  
Ohio, Wisconsin

### **DALLAS - Region VI**

1200 Main Tower Building  
Dallas, TX 75202

Contractor Operation Branch  
(214) 767-6441

Arkansas, Louisiana, Oklahoma, New  
Mexico, Texas

**KANSAS CITY - Region VII**  
New Federal Office Building  
601 East 12th Street, Room 220  
Kansas City, MO 64106

External Relations Branch  
(816) 426-2866

Iowa, Kansas, Missouri, Nebraska

**DENVER - Region VIII**  
Federal Office Building  
1961 Stout Street, 5th Floor  
Denver, CO 80294

Beneficiary Services Branch  
(303) 844-4024 Ext. 343

Colorado, Montana, North Dakota,  
South Dakota, Utah, Wyoming

**SAN FRANCISCO - Region IX**  
75 Hawthorne Street  
4th Floor  
San Francisco, CA 94105

Managed Care Operations  
(415) 744-3617

American Samoa, Arizona, California,  
Guam, Hawaii, Nevada

**SEATTLE - Region X**  
Mailstop: RX-47  
2201 6th Avenue  
Seattle, WA 98121

Managed Care Cluster  
(206) 615-2351

Alaska, Idaho, Oregon, Washington



## INSURANCE COUNSELING SERVICES

Listed below are telephone numbers to call for insurance counseling services. You can also call your state counseling office and ask for names of HMOs in your area. Calls to an 800 number are free when made within the respective state.

<b>ALABAMA</b> 1-800-243-5463	<b>ALASKA</b> 1-800-478-6065 (907) 562-7249	<b>ARIZONA</b> 1-800-432-4040 (602) 542-6595	<b>ARKANSAS</b> 1-800-852-5949 (501) 686-2940
<b>CALIFORNIA</b> 1-800-927-4357 (916) 323-7315	<b>COLORADO</b> 1-800-544-9181 (303) 894-7499, Extension 356.	<b>CONNECTICUT</b> 1-800-994-9422	<b>DELAWARE</b> 1-800-336-9500
<b>DISTRICT OF COLUMBIA</b> (202) 994-7463	<b>FLORIDA</b> 1-800-963-5337	<b>GEORGIA</b> 1-800-669-8387	<b>GUAM</b> (671) 475-0262/3
<b>HAWAII</b> (808) 586-0100	<b>IDAHO</b> 1-800-247-4422(SW) 1-800-488-5725(N) 1-800-488-5764(SE) 1-800-488-5731(C)	<b>ILLINOIS</b> 1-800-548-9034	<b>IOWA</b> 1-800-351-4664
<b>KANSAS</b> 1-800-432-3535	<b>KENTUCKY</b> 1-800-372-2973	<b>LOUISIANA</b> 1-800-259-5301 (504) 342-5301	<b>MAINE</b> 1-800-750-5353 (207) 624-5335
<b>MARYLAND</b> 1-800-243-3425	<b>MASSACHUSETTS</b> 1-800-882-2003 (617) 727-7750	<b>MICHIGAN</b> (517) 373-8230	<b>MINNESOTA</b> 1-800-882-6262
<b>MISSISSIPPI</b> 1-800-948-3090	<b>MISSOURI</b> 1-800-390-3330	<b>MONTANA</b> 1-800-332-2272	<b>NEBRASKA</b> (402) 471-2201
<b>NEVADA</b> 1-800-307-4444 (702) 367-1218	<b>NEW HAMPSHIRE</b> 1-800-852-3388 (603) 271-4642	<b>NEW JERSEY</b> 1-800-792-8820	<b>NEW MEXICO</b> 1-800-432-2080

Listed below are telephone numbers to call for insurance counseling services. You can also call your state counseling office and ask for names of HMOs in your area. Calls to an 800 number are free when made within the respective state.

<b>NEW YORK</b> 1-800-333-4114 (212) 869-3850 - NY CITY AREA	<b>NORTH CAROLINA</b> 1-800-443-9354	<b>NORTH DAKOTA</b> 1-800-247-0560	<b>OHIO</b> 1-800-686-1578
<b>OKLAHOMA</b> 1-800-763-2828 (405) 521-6628	<b>OREGON</b> 1-800-722-4134	<b>PENNSYLVANIA</b> 1-800-783-7067	<b>PUERTO RICO</b> (809) 721-5710
<b>RHODE ISLAND</b> 1-800-322-2880	<b>SOUTH CAROLINA</b> 1-800-868-9095	<b>SOUTH DAKOTA</b> (605) 773-3656	<b>TENNESSEE</b> 1-800-525-2816
<b>TEXAS</b> 1-800-252-3439	<b>UTAH</b> 1-800-439-3805 (801) 538-3910	<b>VERMONT</b> 1-800-828-3302	<b>VIRGINIA</b> 1-800-552-3402
<b>VIRGIN ISLANDS</b> (809) 774-2991	<b>WASHINGTON</b> 1-800-397-4422	<b>WEST VIRGINIA</b> 1-800-642-9004 (304) 558-3386	<b>WISCONSIN</b> 1-800-242-1060
<b>WYOMING</b> 1-800-856-4398			

## DIRECTORY OF STATE INSURANCE DEPARTMENTS

Insurance Department  
135 South Union Street  
Montgomery, AL 36104  
(334) 269-3550

Division of Insurance  
3601 "C" St., Suite 1324  
Anchorage, AK 99503  
(907) 269-7900

Insurance Department  
Office of the Governor  
Pago Pago, AS 96799  
011-684/633-4116

Insurance Department  
Consumer Services  
2910 N. 44th Street, Suite 210  
Phoenix, AZ 85018  
(602) 912-8444

Insurance Department  
Seniors Insurance Network  
1123 S. University Avenue  
Suite 400  
Little Rock, AR 72204  
(501) 686-2940

Insurance Department  
Consumer Services Division  
300 Capitol Mall  
Sacramento, CA 95814  
(916) 445-5544

Insurance Division  
1560 Broadway, Suite 850  
Denver, CO 80202  
(303) 894-7499, ext. 356

Insurance Department  
153 Market Street  
P.O. Box 816  
Hartford, CT 06142-0816  
(203) 297-3800

Insurance Department  
841 Silver Lake Boulevard  
Dover, DE 19904  
(302) 739-4251

Insurance Department  
441 4th Street, NW, Suite 850 North  
Washington, DC 20001  
(202) 727-8000

Department of Insurance  
200 E. Gaines Street  
Tallahassee, FL 32399-0300  
(904) 922-3100

Insurance Department  
2 Martin L. King, Jr. Drive  
716 West Tower  
Atlanta, GA 30334  
(404) 656-2056

Insurance Division  
Dept. of Revenue & Taxation  
P.O. Box 23607  
GMF Barrigada Guam 96921  
011 (671) 475-5000

Dept. of Commerce and  
Consumer Affairs  
Insurance Division  
P.O. Box 3614  
Honolulu, HI 96811  
(808) 586-2790

Insurance Department  
SHIBA Program  
700 W. State, 3rd Floor  
Boise, ID 83720-0043  
(208) 334-4350

Insurance Department  
320 W. Washington Street, 4th Floor  
Springfield, IL 62767  
(217) 782-4515

Insurance Department  
311 W. Washington Street, Suite 300  
Indianapolis, IN 46204  
(317) 232-2395

Insurance Division  
Lucas State Office Building  
E. 12th & Grand Streets, 6th Floor  
Des Moines, IA 50319  
(515) 281-5705

Insurance Department  
420 S.W. 9th Street  
Topeka, KS 66612  
(913) 296-3071 or 1-800-432-2484

Insurance Department  
215 W. Main Street  
P.O. Box 517  
Frankfort, KY 40602  
(502) 564-3630

Bureau of Insurance  
P.O. Box 94214  
Baton Rouge, LA 70804-9214  
(504) 342-5301 or 1-800-259-5301

Bureau of Insurance  
Consumer Division  
34 State House Station  
Augusta, ME 04333  
(207) 624-8475

Insurance Department  
Complaints and Investigation Unit  
Unit - Life & Health  
501 St. Paul Place  
Baltimore, MD 21202-2272  
(410) 333-2793/ (410) 333-2770

Division of Insurance  
Consumer Services Section  
470 Atlantic Avenue  
Boston, MA 02210-2223  
(617) 521-7777

Insurance Division  
P.O. Box 30220  
Lansing, MI 48909  
(517) 373-0240 (General Assistance)  
(517) 335-1702 (Senior Issues)

Insurance Department  
Department of Commerce  
133 E. 7th Street  
St. Paul, MN 55101-2362  
(612) 296-4026

Insurance Department  
Consumer Assistance Division  
P.O. Box 79  
Jackson, MS 39205  
(601) 359-3569

Department of Insurance  
Consumer Services Section  
P.O. Box 690  
Jefferson City, MO 65102-0690  
(314) 751-2640 or 1-800-726-7390

Insurance Department  
126 N. Sanders  
Mitchell Building, Room 270  
P.O. Box 4009  
Helena, MT 59601  
(406) 444-2040



Insurance Department  
Terminal Building  
941 "O" Street, Suite 400  
Lincoln, NE 68508  
(402) 471-2201

Department of Insurance  
Consumer Services  
1665 Hot Springs Road, Suite 152  
Carson City, NV 89710  
(702) 687-4270 or 1-800-992-0900

Insurance Department  
Life and Health Division  
169 Manchester Street  
Concord, NH 03301  
(903) 271-2261 or 1-800-852-3416

Insurance Department  
20 West State Street, CN 325  
Roebbling Building  
Trenton, NJ 08625  
(609) 292-5363

Insurance Department  
Drawer 1269  
Santa Fe, NM 87504-1269  
(505) 827-4601

Insurance Department  
160 West Broadway  
New York, NY 10013  
(212) 602-0203  
(Outside NY) 1-800-342-3736

Insurance Department  
Seniors Health Insurance  
Information Program (SHIP)  
P.O. Box 26387  
Raleigh, NC 27611  
(919) 733-0111 (SHIP)  
1-800-662-7777 (Consumer Services)

Insurance Department  
Senior Health Insurance Counseling  
600 E. Boulevard  
Bismarck, ND 58505-0320  
(701) 328-2440 or 1-800-247-0560

Insurance Department  
Consumer Services Division  
2100 Stella Court  
Columbus, OH 43215-1067  
(614) 644-2673 or 1-800-686-1526

Insurance Department  
P.O. Box 53408  
Oklahoma City, OK 73152  
(405) 521-2828

Department of Consumer  
& Business Services  
Senior Health Insurance Benefits Assistance  
350 Winter St., NE, Room 440  
Salem, OR 97310  
(503) 378-4484

Insurance Department  
Consumer Services Bureau  
1321 Strawberry Square  
Harrisburg, PA 17120  
(717) 787-2317

Office of the Commissioner of Insurance  
P.O. Box 8330  
San Juan, PR 00910-8330  
(809) 722-8686

Insurance Division  
233 Richmond Street, Suite 233  
Providence, RI 02903-4233  
(401) 277-2223

Insurance Department  
Consumer Assistance Section  
P.O. Box 100105  
Columbia, SC 29202-3105  
(803) 737-6180 or 1-800-768-3467

Insurance Department  
500 E. Capitol Avenue  
Pierre, SD 57501-5070  
(605) 773-3563

Department of Commerce & Insurance  
Insurance Assistance Office, 4th Floor  
500 James Robertson Parkway  
Nashville, TN 37243  
(615) 741-4955 or 1-800-525-2816

Department of Insurance  
Complaints Resolution, MC 111-1A  
333 Guadalupe Street  
P.O. Box 149091  
Austin, TX 78714-9091  
(512) 463-6515 or 1-800-252-3439

Insurance Department  
Consumer Services  
3110 State Office Building  
Salt Lake City, UT 84114-6901  
(801) 538-3805 or 1-800-439-3805

Department of Banking & Insurance  
Consumer Complaint Division  
89 Main Street, Drawer 20  
Montpelier, VT 05620-3101  
(802) 828-3302

Bureau of Insurance  
1300 E. Main Street  
Richmond, VA 23219  
(804) 371-9691  
1-800-552-7945

Insurance Department  
Kongens Gade No. 18  
St. Thomas, VI 00802  
(809) 773-6449 ext. 248

Insurance Department  
4224 6th Ave., SE, Bldg. 4  
P.O. Box 40256  
Lacey, WA 98504-0256  
(306) 407-0383 or 1-800-397-4422

Insurance Department  
2019 Washington Street, E.  
P.O. Box 50540  
Charleston, WV 25305-0540  
(304) 558-3386 or 1-800-642-9004  
1-800-435-7381 (Hearing impaired)

Insurance Department  
Complaints Department  
P.O. Box 7873  
Madison, WI 53707  
(608) 266-0103 or 1-800-236-8517

Insurance Department  
Herschler Building  
122 W. 25th Street  
Cheyenne, WY 82002  
(307) 777-7401 or 1-800-438-5768

## MEDICARE PEER REVIEW ORGANIZATIONS (PROs)

PROs can answer questions about the quality of care and access to care in a Medicare-certified facility. PROs cannot answer questions about your bill or about what Medicare covers. For Part A or Part B billing or coverage questions, call your Part B carrier or your Part A intermediary.

### ALABAMA

Alabama Quality Assurance Foundation, Inc.  
1-800-760-3540

### ALASKA

#### PRO-WEST

1-800-445-6941  
(in Anchorage dial 562-2252)

### ARIZONA

Health Services Advisory Group, Inc.  
1-800-626-1577 (in Arizona dial  
1-800-359-9909 or 1-800-223-6693)

### ARKANSAS

Arkansas Foundation for Medical Care, Inc.  
1-800-824-7586 or 1-800-272-5528

### CALIFORNIA

California Medical Review, Inc.  
1-800-841-1602 or (415) 882-5800\*

### COLORADO

Colorado Foundation for Medical Care  
1-800-727-7086 or (303) 695-3333\*

### CONNECTICUT

Connecticut Peer Review Organization, Inc.  
1-800-553-7590 or (203) 632-2008\*

### DELAWARE

West Virginia Medical Institute, Inc.  
1-800-642-8686/ext. 266 or (304) 655-3077

### DISTRICT OF COLUMBIA

Delmarva Foundation for Medical Care, Inc.  
1-800-645-0011 or 1-800-492-5811 (MD)

### FLORIDA

Florida Medical Quality Assurance, Inc.  
1-800-844-0795 or (813) 281-9024

### GEORGIA

Georgia Medical Care Foundation  
1-800-982-0411 or (404) 982-0411

### HAWAII

Hawaii Medical Service Association  
(PRO for American Samoa/Guam and  
Hawaii)  
808-948-5586\*

### IDAHO

#### PRO-WEST

1-800-445-6941 or (208) 343-4617

### ILLINOIS

Crescent Counties Foundation for  
Medical Care  
1-800-647-8089 or (708) 769-9600

### INDIANA

Indiana Medical Review Organization  
1-800-288-1499

### IOWA

Iowa Foundation for Medical Care  
1-800-752-7014 or (515) 223-2900

\*PRO will accept collect calls from out of state on this number.



**KANSAS**

The Kansas Foundation  
for Medical Care, Inc.  
1-800-432-0407 or (913) 273-2552

**KENTUCKY**

Kentucky Medical Review Organization  
1-800-288-1499

**LOUISIANA**

Louisiana Health Care Review, Inc.  
1-800-433-4958 or (504) 926-6353

**MAINE**

Health Care Review, Inc.  
1-800-541-9888 or 1-800-528-0700  
(207) 945-0244 (outside of Maine)

**MARYLAND**

Delmarva Foundation for Medical Care, Inc.  
1-800-645-0011 or 1-800-492-5811 (in  
MD)

**MASSACHUSETTS**

Massachusetts Peer Review  
Organization, Inc.  
1-800-252-5533 or (617) 890-0011

**MICHIGAN**

Michigan Peer Review Organization  
1-800-365-5899

**MINNESOTA**

Foundation for Health Care Evaluation  
1-800-444-3423

**MISSISSIPPI**

Mississippi Foundation for  
Medical Care, Inc.  
1-800-844-0600 or (601) 948-8894

**MISSOURI**

Missouri Patient Care Review Foundation  
1-800-347-1016

**MONTANA**

Montana-Wyoming Foundation  
for Medical Care  
1-800-497-8232 or (406) 443-4020\*

**NEBRASKA**

Iowa Foundation for Medical Care  
/The Sunderbruch Corp.  
1-800-247-3004 or 1-800-422-4812

**NEVADA**

Health Insights  
1-800-748-6773 or (702) 385-9933\*  
(in Reno dial (702) 826-1996)

**NEW HAMPSHIRE**

Northeast Health Care  
Quality Foundation  
1-800-772-0151 or (603) 749-1641

**NEW JERSEY**

The Peer Review Organization  
of New Jersey, Inc.  
1-800-624-4557 or (908) 238-5570\*

**NEW MEXICO**

New Mexico Medical Review Association  
1-800-279-6824 or (505) 842-6236

**NEW YORK**

Island Peer Review Organization, Inc.  
1-800-331-7767 or (516) 326-7767\*

**NORTH CAROLINA**

Medical Review of North Carolina  
1-800-682-2650 or (919) 851-2955

**NORTH DAKOTA**

North Dakota Health Care Review, Inc.  
1-800-472-2902 or (701) 852-4231\*

\*PRO will accept collect calls from out of state on  
this number.



**OHIO**

Peer Review Systems, Inc.  
1-800-837-0664 or 1-800-589-7337

**OKLAHOMA**

Oklahoma Foundation for Peer Review, Inc.  
1-800-522-3414 or (405) 840-2891

**OREGON**

Oregon Medical Professional  
Review Organization  
1-800-344-4354 or (503) 279-0100\*

**PENNSYLVANIA**

Keystone Peer Review Organization, Inc.  
1-800-322-1914 or (717) 564-8288

**PUERTO RICO**

Puerto Rico Foundation for Medical Care  
1-809-753-6705\* or 1-809-753-6708\*

**RHODE ISLAND**

Health Care Review, Inc.  
1-800-221-1691 (New England)  
1-800-662-5028 (RI) or (401) 331-6661\*

**SOUTH CAROLINA**

Medical Review of North Carolina  
1-800-682-2650 or (919) 851-2955

**SOUTH DAKOTA**

South Dakota Foundation for Medical Care  
1-800-658-2285

**TENNESSEE**

Mid-South Foundation for Medical Care  
1-800-489-4633

**TEXAS**

Texas Medical Foundation  
1-800-725-8315 or (512) 329-6610

**UTAH**

Utah Peer Review Organization  
1-800-274-2290

**VERMONT**

Northeast Health Care  
Quality Foundation  
1-800-772-0151 or (603) 749-1641\*

**VIRGIN ISLANDS**

Virgin Islands Medical Institute, Inc.  
(809) 778-6470\*

**VIRGINIA**

Medical Society of VA Review Organization  
1-800-545-3814 (DC, MD, and VA)  
(804) 289-5320  
(In Richmond (804) 289-5397)

**WASHINGTON**

PRO-WEST  
1-800-445-6941 or (206) 368-8272)

**WEST VIRGINIA**

West Virginia Medical Institute, Inc.  
1-800-642-8686, ext. 266  
(in Charleston, dial (304) 346-9864)

**WISCONSIN**

Wisconsin Peer Review Organization  
1-800-362-2320 or (608) 274-1940

**WYOMING**

Montana-Wyoming Foundation  
for Medical Care  
1-800-497-8232 or (406) 443-4020\*

\*PRO will accept collect calls from out of state on this number.



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## **SECTION III: MEDICARE CONTRACT NUMBERS**

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## MEDICARE CONTRACTS

Medicare contract or "H" numbers below are listed in ascending number sequence to support identification of plans when only the "H" number is known.

<b>H0150</b> Health Partners of Alabama, Inc.	<b>ALR</b>	<b>H0526</b> Kaiser Foundation Health Plan, Inc.	<b>CAR</b>
<b>H0151</b> Complete Health, Inc.	<b>ALR</b>	<b>H0543</b> PacifiCare of California, Inc. - LA/Orange	<b>CAR</b>
<b>H0152</b> Complete Health, Inc.	<b>ALR</b>	<b>H0545</b> Inter Valley Health Plan, Inc.	<b>CAR</b>
<b>H0303</b> FHP, Inc. - Arizona	<b>AZR</b>	<b>H0547</b> Aetna Health Plans of California	<b>CAR</b>
<b>H0307</b> Humana Health Care Plans, Inc. - Arizona	<b>AZR</b>	<b>H0554</b> CareAmerica Health Plans	<b>CAR</b>
<b>H0350</b> Maricopa County Health Plan	<b>AZR</b>	<b>H0557</b> Foundation Health, A California Plan	<b>CAR</b>
<b>H0351</b> InterGroup Prepaid Hlth Service of AZ, Inc.	<b>AZR</b>	<b>H0558</b> Maxicare, A California Corporation-S.Cal.	<b>CAR</b>
<b>H0352</b> Partners Health Plan of Arizona	<b>AZR</b>	<b>H0559</b> PacifiCare of CA, Inc. - Northern CA	<b>CAR</b>
<b>H0354</b> Cigna Health Care Plan of AZ, Inc.-Phoenix	<b>AZR</b>	<b>H0562</b> Health Net	<b>CAR</b>
<b>H0451</b> HMO Partners	<b>ARR</b>	<b>H0563</b> Health Net	<b>CAR</b>
<b>H0502</b> Contra Costa Health Plan	<b>CAC</b>	<b>H0564</b> CaliforniaCare Health Plans	<b>CAR</b>
<b>H0523</b> Aetna Health Plans of California	<b>CAR</b>	<b>H0566</b> Health Plan of the Redwoods	<b>CAR</b>
<b>H0524</b> Kaiser Foundation Health Plan, Inc. - LA	<b>CAR</b>	<b>H0568</b> National Medical Enterprises, Inc.	<b>CAR</b>

<b>H0570</b> Health Net - Central Valley	<b>CAR</b>	<b>H0595</b> Lifeguard, Inc.	<b>CAR</b>
<b>H0571</b> Chinese Community Health Plan	<b>CAR</b>	<b>H0598</b> PacifiCare of California, Inc.-Northern, CA	<b>CAR</b>
<b>H0576</b> Prudential Health Care Plan of California	<b>CAR</b>	<b>H0600</b> Kaiser Foundation Health Plan of CO	<b>COH</b>
<b>H0577</b> Prudential Health Care Plan of California	<b>CAR</b>	<b>H0602</b> Rocky Mountain HMO	<b>CAC</b>
<b>H0580</b> FHP, Inc. - Northern California	<b>CAR</b>	<b>H0603</b> HMO Colorado, Inc. - Denver	<b>COR</b>
<b>H0581</b> Cigna HealthCare of California, Inc.	<b>CAR</b>	<b>H0609</b> FHP of Colorado, Inc.	<b>COR</b>
<b>H0583</b> Kaiser Foundation HP, Inc. - Oakland	<b>CAR</b>	<b>H0615</b> Qual-Med, Inc. - Denver	<b>COR</b>
<b>H0584</b> Kaiser Foundation HP, Inc. - Oakland	<b>CAR</b>	<b>H0630</b> Kaiser Foundation Health Plan of CO	<b>COR</b>
<b>H0586</b> Foundation Health, A California Plan	<b>CAR</b>	<b>H0655</b> Qual-Med, Inc. - Pueblo	<b>COC</b>
<b>H0588</b> Cigna HealthCare of California, Inc.	<b>CAR</b>	<b>H0656</b> Qual-Med, Inc. - Colorado Springs	<b>COC</b>
<b>H0590</b> CaliforniaCare Health Plans	<b>CAR</b>	<b>H0657</b> HMO Health Plans, Inc.	<b>COC</b>
<b>H0591</b> CaliforniaCare Health Plans	<b>CAR</b>	<b>H0659</b> Cigna HealthCare of Colorado, Inc.	<b>COR</b>
<b>H0592</b> National Medical Enterprises, Inc.	<b>CAR</b>	<b>H0704</b> Kaiser Foundation HP of CT - Hartford	<b>CTH</b>
<b>H0593</b> National Medical Enterprises, Inc.	<b>CAR</b>	<b>H0749</b> Physicians Health Service of CT, Inc.	<b>CTC</b>
<b>H0594</b> Lifeguard, Inc.	<b>CAR</b>	<b>H0751</b> US HealthCare, Inc. - Fairfield	<b>CTR</b>

<b>H0752</b> Oxford Health Plans, Inc.	<b>CTR</b>	<b>H1067</b> PCA Health Plans of Florida, Inc. - Orlando	<b>FLR</b>
<b>H0850</b> US HealthCare Delaware	<b>DER</b>	<b>H1068</b> PCA Health Plans of Florida, Inc. - Tampa	<b>FLR</b>
<b>H0951</b> Humana Group Health Plan, Inc.	<b>DCR/MDR/VAR</b>	<b>H1069</b> PCA Hlth Plans of Florida, Inc.- Jacksonville	<b>FLR</b>
<b>H0953</b> US HealthCare, Inc.-DE/US HealthCare-DC	<b>DCR</b>	<b>H1070</b> Prudential Hlth Care Plan, Inc. - Jacksonville	<b>FLR</b>
<b>H1010</b> Capital Group Health Service of Florida	<b>FLC</b>	<b>H1071</b> Health Options, Inc. - Jacksonville	<b>FLR</b>
<b>H1013</b> CareFlorida, Inc.	<b>FLR</b>	<b>H1073</b> Prudential Health Care Plan, Inc.-S.Florida	<b>FLR</b>
<b>H1016</b> AV-Med Health Plan, Inc. - Miami	<b>FLR</b>	<b>H1074</b> Prudential Health Care Plan, Inc. - Tampa	<b>FLR</b>
<b>H1026</b> Health Options, Inc. - South Florida	<b>FLR</b>	<b>H1076</b> HIP Health Plan of Florida, Inc.	<b>FLR</b>
<b>H1035</b> Florida Health Care Plan, Inc.	<b>FLR</b>	<b>H1078</b> Neighborhood Health Partnership, Inc.	<b>FLR</b>
<b>H1036</b> Humana Medical Plan, Inc. - Dade	<b>FLR</b>	<b>H1080</b> CAC-United Hlth Care Plans of FL, Inc.	<b>FLR</b>
<b>H1056</b> PCA Health Plans of Florida, Inc.	<b>FLR</b>	<b>H1081</b> Prudential Hlth Care Plan, Inc.	<b>FLR</b>
<b>H1057</b> AV-Med Health Plan, Inc. - Gainesville	<b>FLR</b>	<b>H1084</b> HIP Health Plan of FL, Inc.	<b>FLR</b>
<b>H1059</b> AV-Med Health Plan, Inc. - Jacksonville	<b>FLR</b>	<b>H1087</b> Cigna Health Care of FL, Inc.	<b>FLR</b>
<b>H1061</b> AV-Med Health Plan, Inc. - Orlando	<b>FLR</b>	<b>H1149</b> Kaiser Foundation HP of GA, Inc.	<b>GAH</b>
<b>H1062</b> AV-Med Health Plan, Inc. - Tampa	<b>FLR</b>	<b>H1151</b> EverCare - SHMO	<b>GA-DEMO-RISK</b>

**H1200** **HIH**  
Kaiser Foundation HP, Inc. - Honolulu

**H1203** **HIC**  
Hawaii Medical Service Association

**H1230** **HIR**  
Kaiser Foundation HP, Inc. - Honolulu

**H1406** **ILR/INR**  
Humana Health Care Plan, Inc. - Illinois

**H1449** **ILC/INC**  
Rush Prudential HMO, Inc.

**H1454** **ILH**  
Deere Family Health Plan, Inc.

**H1458** **ILR**  
Health Direct Insurance, Inc.

**H1459** **ILH**  
Illinois Central Hospital Association

**H1460** **ILR**  
FHP of Illinois

**H1461** **ILR**  
New York Life Sanus

**H1551** **INR**  
HealthSource Indiana Managed Care  
Plan, Inc.

**H1553** **INC**  
The M Plan, Inc.

**H1605** **ILH**  
Heritage National Health Plan -

**H1649** **IAH**  
Principal Health Care of Iowa, Inc.

**H1651** **IAC/ILC**  
Medical Associates Health Plan, Inc.

**H1703** **KSH**  
Kaiser Foundation HP of KS City, Inc.

**H1890** **KYR/INR**  
Humana Health Plan, Inc.

**H1951** **LAR**  
Ochsner Health Plan

**H1954** **LAR**  
Community Health Network of Louisiana

**H1955** **LAR**  
Gulf South Preferred Health Plan, Inc.

**H1956** **LAR**  
Advantage Health Plan, Inc.

**H2101** **MDR**  
HealthCare Corporation of the Mid-Atlantic

**H2150** **MDH**  
Kaiser Fdn HP of the Mid-Atlantic

**H2151** **MDR**  
Chesapeake Health Plan, Inc.

**H2152** **MDR**  
NYLCare Health Plan (Formerly Health  
Plus)

**H2153** **DCR/DER/MDR/VAR/WVR**  
Optimum Choice, Inc.

**H2154** **PAR**  
US Health Care, Inc.-DE/US HealthCare-  
MD

**H2155** **MD-DEMO-RISK**  
EverCare - SHMO



<b>H2157</b> Optimum Choice	<b>VAR</b>	<b>H2453</b> MedCenters Health Care, Inc. - Minneapolis	<b>MNH</b>
<b>H2204</b> Harvard Community HP of NE, I-Wellesley	<b>MAR</b>	<b>H2455</b> HMO Minnesota/Blue Plus - Minnesota	<b>MNR</b>
<b>H2206</b> Harvard Community Health Plan - Urban	<b>MAR</b>	<b>H2601</b> Group Health Plan, Inc.	<b>ILH/MOH</b>
<b>H2251</b> HMO Blue	<b>CTH/MAH/NHH</b>	<b>H2649</b> Humana Kansas City, Inc.	<b>KSR/MOR</b>
<b>H2253</b> Neighborhood Health Plan	<b>MAH</b>	<b>H2652</b> Total Health Care	<b>KSR/MOR</b>
<b>H2254</b> Kaiser Foundation Health Plan of Mass, Inc.	<b>MAH</b>	<b>H2654</b> Physicians HP of Greater St. Louis, Inc.	<b>MOR</b>
<b>H2255</b> US HealthCare, Inc. - Mass	<b>MAR</b>	<b>H2656</b> Good Health HMO, Inc.	<b>KSR/MOR</b>
<b>H2256</b> Tufts Associated Health Plan, Inc.	<b>MAR</b>	<b>H2658</b> GenCare Health Systems, Inc.	<b>MOR</b>
<b>H2258</b> Pilgrim Health Care, Inc.	<b>MAR</b>	<b>H2659</b> Alliance BC/BS (Formerly, HMO Missouri)	<b>MOR</b>
<b>H2261</b> HMO Blue	<b>MAR</b>	<b>H2663</b> Group Health Plan, Inc.	<b>ILR/MOR</b>
<b>H2312</b> Health Alliance Plan of Michigan	<b>MIR</b>	<b>H2802</b> United HealthCare of the Midlands	<b>IAR/NER</b>
<b>H2349</b> Comprehensive Health Services, Inc.	<b>MIH</b>	<b>H2931</b> Health Plan of Nevada, Inc. - Las Vegas	<b>NVR</b>
<b>H2449</b> HMO Minnesota/Blue Plus Minnesota	<b>MNH</b>	<b>H2949</b> FHP, Inc. - Nevada	<b>NVR</b>
<b>H2450</b> Medica	<b>MNH</b>	<b>H2959</b> Humana Health Plan, Inc.	<b>NVR</b>
<b>H2451</b> Medica	<b>MNH</b>	<b>H2960</b> Hometown Health Plan, Inc.	<b>NVR</b>

<b>H3049</b> US HealthCare of New Hampshire, Inc.	<b>NHR</b>	<b>H3307</b> Oxford Health Plans	<b>NYR</b>
<b>H3107</b> Oxford Health Plan of New Jersey, Inc.	<b>NJR</b>	<b>H3308</b> Capital Area Community HP - Poughkeepsie	<b>NYC</b>
<b>H3152</b> US HealthCare	<b>NJR</b>	<b>H3312</b> U.S. HealthCare, Inc.	<b>NYR</b>
<b>H3154</b> BC/BS of New Jersey (dba HMO Blue)	<b>NJR</b>	<b>H3330</b> HIP of Greater New York	<b>NYR</b>
<b>H3155</b> First Option Health Plan of NJ	<b>NJR</b>	<b>H3349</b> Community HP - Albany	<b>NYC</b>
<b>H3156</b> Amerihealth	<b>NJR</b>	<b>H3351</b> Health Care Plan, Inc. (The)	<b>NYR</b>
<b>H3157</b> Aetna Health Plan	<b>DER/NJR</b>	<b>H3353</b> Aetna Health Plan of New York	<b>NYC</b>
<b>H3158</b> HIP of New Jersey, Inc.	<b>NJR</b>	<b>H3354</b> NYLCare Health Plan of New York	<b>NYR</b>
<b>H3204</b> FHP of New Mexico, Inc.	<b>NMR</b>	<b>H3356</b> Blue Choice	<b>NYC</b>
<b>H3249</b> QualMed Plans for Health, Inc.- N. Mexico	<b>NMR</b>	<b>H3359</b> Managed Health, Inc.	<b>NYR</b>
<b>H3250</b> Health Plus of New Mexico, Inc.	<b>NMR</b>	<b>H3360</b> ChoiceCare Long Island, Inc.	<b>NYR</b>
<b>H3251</b> Lovelace Health Plan, Inc.	<b>NMR</b>	<b>H3361</b> WellCare of NY, Inc.	<b>NYR</b>
<b>H3253</b> Lovelace Health Plan, Inc.	<b>NMR</b>	<b>H3362</b> Independent Health Association	<b>NYR</b>
<b>H3301</b> Kaiser Foundation Health Plan of NY	<b>NYH</b>	<b>H3363</b> Kaiser Fndn Health Plan of NY	<b>NYR</b>
<b>H3305</b> Preferred Care	<b>NYR</b>	<b>H3365</b> CIGNA Health Plan	<b>NYR</b>

<b>H3366</b> Physicians Health Services of NY	<b>NYR</b>	<b>H3749</b> PacifiCare of Oklahoma, Inc.	<b>OKR</b>
<b>H3449</b> Partners National HP of NC	<b>NCR</b>	<b>H3754</b> PacifiCare of Oklahoma, Inc.	<b>OKR</b>
<b>H3451</b> Kaiser Foundation HP of NC - Charlotte	<b>NCH</b>	<b>H3801</b> PACC Health Plans	<b>ORC</b>
<b>H3452</b> Kaiser Foundation HP of NC - Raleigh	<b>NCH</b>	<b>H3803</b> Kaiser Foundation Health Plan of the NW	<b>ORC</b>
<b>H3503</b> Heart of America HMO	<b>NDC</b>	<b>H3805</b> PacifiCare of Oregon II - Portland	<b>ORR</b>
<b>H3601</b> Health First (Formerly, HealthOhio, Inc.)	<b>OHH</b>	<b>H3853</b> HMO Oregon - Salem	<b>ORC</b>
<b>H3602</b> Advantage Health (Health Guard)	<b>OHC/WVC</b>	<b>H3855</b> Providence Good Health Plan - Jackson	<b>ORR</b>
<b>H3607</b> Kaiser Foundation HP of Ohio - Cleveland	<b>OHR</b>	<b>H3856</b> HMO Oregon	<b>ORR</b>
<b>H3612</b> Kaiser Foundation HP of Ohio - Akron	<b>OHR</b>	<b>H3857</b> HealthGuard Services, Inc.	<b>ORR</b>
<b>H3649</b> Family Health Plan, Inc.	<b>OHR</b>	<b>H3858</b> HealthGuard Services, Inc.	<b>ORR</b>
<b>H3653</b> Paramont Care, Inc.	<b>OHR</b>	<b>H3931</b> US Health Care Systems of PA - Blue Bell	<b>PAR</b>
<b>H3654</b> Prudential Hlth Care Plan of N. Ohio	<b>OHR</b>	<b>H3949</b> Greater Atlantic Health Service, Inc	<b>PAR</b>
<b>H3655</b> Community Mutual Insurance Company	<b>OHR</b>	<b>H3951</b> US Health Care Systems of PA - Pittsburgh	<b>PAR</b>
<b>H3656</b> Aetna Health Plans of Ohio, Inc.	<b>OHR</b>	<b>H3952</b> Keystone Health Plan East, Inc.	<b>PAR</b>
<b>H3657</b> Qual-Choice	<b>OHR</b>	<b>H3953</b> HMO of Northeastern PA, Inc.	<b>PAR</b>

**H3954** **PAR**  
Geisinger Health Plan - Central

**H3955** **PAC**  
Aetna Health Plans of Western PA, Inc.

**H3956** **PAR**  
Aetna HP of Cen./East PA-East & Cen. PA

**H3957** **PAR**  
Keystone Health Plan West, Inc.

**H3959** **PAR**  
Health America - Pittsburg

**H4101** **MAC/RIC**  
Harvard Community Hlth Plan of NE, Inc.

**H4102** **MAR/RIR**  
United Health Plans of New England, Inc.

**H4149** **RIR**  
Harvard Community Hlth Plan of NE

**H4249** **SCR**  
Companion HealthCare - Columbia

**H4250** **SCR**  
Companion HealthCare - Greenville

**H4452** **TNR**  
Health 1-2-3

**H4504** **TXR**  
Humana Hlth Plan of TX - Corpus Christi

**H4507** **TXR**  
Sanus Texas Health Plan, Inc. - Dallas

**H4510** **TXR**  
Humana HP of Texas - San Antonio

**H4555** **TXH**  
Scott and White Health Plan

**H4556** **TXH**  
Santa Fe Employees Hospital Association

**H4557** **TXR**  
PCA Health Plans of Texas, Inc. - Austin

**H4558** **TXR**  
Sanus Health Plan, Inc.

**H4559** **TXR**  
Harris Health Plan, Inc.

**H4560** **TXR**  
Prudential Hlth Care Plan, Inc.- San Antonio

**H4562** **TXR**  
FHP of Texas, Inc.

**H4563** **TXR**  
Prudential Health Care Plan, Inc. - Houston

**H4590** **TXR**  
PacifiCare of Texas, Inc. - San Antonio

**H4600** **UTH**  
FHP, Inc. - Utah

**H4649** **UTH**  
IHC Group, Inc.

**H4650** **UTH**  
Deseret HealthCare Trust

**H4652** **UTH**  
Union Pacific RR Employees Health System

**H4749** **VTC**  
Capital Area Community HP

**H4949** **VAR**  
Sentara Health Plans

**H5002** **IDC/WAC**  
Group Health Northwest - Washington



<b>H5005</b> PacifiCare of Washington, Inc.	<b>WAR</b>	<b>H6091</b> Humana Group Health Plan, Inc.	<b>DCH</b>
<b>H5050</b> Group Health Coop of Puget Sound	<b>WAR</b>	<b>H6102</b> Boro Medical Corporation	<b>FLH</b>
<b>H5052</b> Good Health Plan of Washington	<b>WAR</b>	<b>H6140</b> Wabash Memorial Hospital	<b>ILH</b>
<b>H5053</b> Qual-Med Inc., Inland Northwest Division	<b>WAR</b>	<b>H6141</b> Sidney Hillman HC	<b>ILH</b>
<b>H5055</b> QualMed Washington HP, Inc.-Puget Sound	<b>WAR</b>	<b>H6142</b> Union Health Services, Inc.	<b>ILH</b>
<b>H5066</b> Medical Service Corporation	<b>WAR</b>	<b>H6143</b> Union Medical Center	<b>ILH</b>
<b>H5067</b> Virginia Mason Health Plan, Inc.	<b>WAC</b>	<b>H6144</b> Dreyer HMO	<b>ILH</b>
<b>H5068</b> Group Health Northwest	<b>WAC</b>	<b>H6151</b> Arnett HMO	<b>INH</b>
<b>H5069</b> Group Health Northwest	<b>WAR</b>	<b>H6152</b> Welborn HMO	<b>INH</b>
<b>H5102</b> Health Plan of the Upper Ohio Valley, Inc.	<b>WVC</b>	<b>H6171</b> AT & SF Employee Benefit Association	<b>KSH</b>
<b>H5251</b> HMO Midwest	<b>WIH</b>	<b>H6221</b> Capital Area Community HP - Central Mass	<b>MAH/VTH</b>
<b>H5252</b> Network Health Plan of Wisconsin, Inc.	<b>WIH</b>	<b>H6240</b> Central Minnesota Group Health Plan	<b>MNH</b>
<b>H5253</b> PrimeCare Health Plan, Inc.	<b>WIR</b>	<b>H6242</b> Community Health Center	<b>MNH</b>
<b>H5256</b> Medical Associates Health Plan, Inc.	<b>WIC</b>	<b>H6261</b> St. Louis Labor Health Institute	<b>MOH</b>
<b>H6053</b> Sante Fe Employees Hospital Association	<b>CAH</b>	<b>H6331</b> Boro Medical Center	<b>NYH</b>

**H6333** **NYH**  
NYSA-ILA Coordinating Committee

**H6334** **NYH**  
Union Family Medical Fund

**H6335** **NYH**  
NYSA-PPGU Welfare Fund

**H6360** **OHH**  
Kaiser Foundation HP of Ohio - Cleveland

**H6390** **PAH**  
Phila AFL-CIO Hospital Association

**H6451** **TXH**  
Kaiser Foundation HP of Texas

**H6521** **WIH**  
Dean Health Plan, Inc./DeanCare HMO

**H9001** **MAR**  
Fallon Community Health Plan, Inc.

**H9003** **ORR/WAR**  
Kaiser Foundation HP of the NW

**H9005** **MNR**  
Health Partners

**H9006** **MNR**  
Medica

**H9009** **MIR**  
Blue Care Network - Health Central

**H9011** **FLR**  
CAC-United Health Plans of Florida, Inc.

**H9016** **CAR**  
Watts Health Fndn, Inc./United Health Plan

**H9028** **INR**  
Maxicare Indiana, Inc. - Indianapolis

**H9030** **CAR**  
FHP, Inc. California

**H9045** **ILR**  
Share Health Plan of Illinois, Inc.

**H9047** **ORR**  
Providence Good Health Plan of Oregon

**H9049** **ORR**  
Health Maintenance of Oregon, Inc.

**H9101** **NY DEMO RISK**  
ElderPlan, Inc. - SHMO

**H9103** **OR DEMO RISK**  
Kaiser Foundation HP of the NW

**H9104** **CA DEMO RISK**  
Scan Health Plan

**H90091** **DCH**  
United Mine Workers of America

**SECTION IV: REGIONAL/STATE PLAN LIST**  
**BOSTON - REGION I**





**BOSTON - REGION I  
JOHN F. KENNEDY  
FEDERAL BUILDING  
ROOM 2375  
BOSTON, MA 02203**

**BENEFICIARY SERVICES BRANCH: (617) 565-1232  
STATES IN REGION I: CONNECTICUT, MAINE, MASSACHUSETTS,  
NEW HAMPSHIRE, RHODE ISLAND, VERMONT**

**CONNECTICUT**

**Firm Name:** HMO Blue  
**Medicare Name:** Senior Plan  
**Address:** c/o BC/BS of Mass  
100 Summer Street  
Boston, MA 02110  
**Telephone:** 1-800-325-2583 or (617) 832-5000  
**Counties:** Hartford, Tolland  
**Key:** CTH (H2251)

**Firm Name:** Kaiser Foundation Health Plan of CT - Hartford  
**Medicare Name:** Medicare Plus  
**Address:** 76 Batterson Park Road  
P.O. Box 4011  
Farmington, CT 06034-4011  
**Telephone:** 1-800-305-1992  
**Counties:** Fairfield, Hartford, Middlesex, Tolland  
**Key:** CTH (H0704)

**Firm Name:** Oxford Health Plans, Inc.  
**Medicare Name:** Medicare Advantage  
**Address:** 800 Connecticut Avenue  
Norwalk, CT 06854  
**Telephone:** 1-800-234-1228  
**Counties:** Statewide  
**Key:** CTR (H0752)

**Firm Name:** Physicians Health Service of CT, Inc.  
**Medicare Name:** Carefree  
**Address:** 120 Hawley Lane  
Trumbull, CT 06611-5313  
**Telephone:** 1-800-547-8734 or (203) 381-6600  
**Counties:** Fairfield, Litchfield, New Haven, New London, Tolland, Windham  
**Key:** CTC (H0749)

**Firm Name:** U.S. HealthCare, Inc. - Fairfield, CT  
**Medicare Name:** U.S. Healthcare Medicare Plan  
**Address:** 980 Jolly Road  
P.O. Box 1109  
Blue Bell, PA 19422  
**Telephone:** 1-800-282-5366  
**Counties:** Statewide  
**Key:** CTR (H0751)

**MAINE**  
**(none listed)**

**MASSACHUSETTS**

**Firm Name:** Capital Area Community Health Plan - Central, MA  
**Medicare Name:** CHP Medicare Plus  
**Address:** One CHP Plaza  
Latham, NY 12110-1080  
**Telephone:** 1-800-344-5682 or (518) 783-1864  
**Counties:** Berkshire, Franklin, Hampden, Hampshire, Worcester  
**Key:** MAH (H6221)

**Firm Name:** Fallon Community Health Plan, Inc.  
**Medicare Name:** Senior Plan  
**Address:** 100 Hartwell Street  
West Boylston, MA 01583-2499  
**Telephone:** 1-800-283-2556 or (508) 799-2100  
**Counties:** Essex, Franklin, Hampden, Hampshire, Middlesex,  
Norfolk, Worcester  
**Key:** MAR (H9001)

**Firm Name:** Harvard Community Health Plan - Urban  
**Medicare Name:** First Seniority  
**Address:** 10 Brookline Place West  
Brookline, MA 02146  
**Telephone:** 1-800-338-4247  
**Counties:** Bristol, Essex, Middlesex, Norfolk,  
Plymouth, Suffolk, Worcester  
**Key:** MAR (H2206)

**Firm Name:** Harvard Community Health Plan of New England  
**Medicare Name:** Care Plus  
**Address:** 1 Hoppin Street  
Providence, RI 02903  
**Telephone:** 1-800-444-1210 or (401) 331-3000  
**Counties:** Bristol, Middlesex, Norfolk, Plymouth, Worcester  
**Key:** MAC (H4101)

**Firm Name:** HMO Blue  
**Medicare Name:** Senior Plan  
**Address:** c/o BC/BS of Mass  
100 Summer Street  
Boston, MA 02100  
**Telephone:** 1-800-325-2583 or (617) 832-5000  
**Counties:** Statewide  
**Key:** MAH (H2251)

**Firm Name:** HMO Blue  
**Medicare Name:** Blue Care 65  
**Address:** c/o BC/BS of Mass  
100 Summer Street  
Boston, MA 02100  
**Telephone:** 1-800-325-2583  
**Counties:** Barnstable, Berkshire, Bristol, Essex, Franklin, Hampden  
Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, Worcester  
**Key:** MAR (H2261)

**Firm Name:** Kaiser Foundation Health Plan of MA, Inc.  
**Medicare Name:** Medicare Plus  
**Address:** 76 Batterson Park Road  
P.O. Box 4011  
Farmington, CT 06032  
**Telephone:** 1-800-305-1990 or (413) 256-0151  
**Counties:** Franklin, Hampden, Hampshire  
**Key:** MAH (H2254)

**Firm Name:** Neighborhood Health Plan  
**Medicare Name:** Senior Health Plus  
**Address:** 253 Summer Street  
Boston, MA 02210  
**Telephone:** (617) 772-5500 (ask for member services)  
**Counties:** Middlesex, Norfolk, Suffolk, Worcester  
**Key:** MAH (H2253)

**Firm Name:** Pilgrim Health Care, Inc.  
**Medicare Name:** Pilgrim Prime 65  
**Address:** 10 Accord Executive Drive  
P.O. Box 9102  
Norwell, MA 02061  
**Telephone:** 1-800-269-9302 or (617) 871-3950  
**Counties:** Barnstable, Bristol, Essex, Middlesex,  
Norfolk, Plymouth, Suffolk, Worcester  
**Key:** MAR (H2258)

**Firm Name:** Tufts Associated Health Plan, Inc.  
**Medicare Name:** Secure Horizons/Tufts Health Plan for Seniors  
**Address:** 333 Wyman Street  
Waltham, MA 02254  
**Telephone:** (617) 466-9400  
**Counties:** Essex, Middlesex, Norfolk, Plymouth, Suffolk, Worcester  
**Key:** MAR (H2256)

**Firm Name:** United Health Plans of New England, Inc.  
**Medicare Name:** Senior Care  
**Address:** 475 Kilvert Street, Suite 310  
Warwick, RI 02886-1392  
**Telephone:** 1-800-448-4481 or (401) 737-6900  
**Counties:** Bristol, Norfolk, Worcester  
**Key:** MAR (H4102)



**Firm Name:** U.S. HealthCare, Inc. - Mass  
**Medicare Name:** U.S. HealthCare Medicare  
**Address:** 3 Burlington Woods Drive  
Burlington, MA 01803  
**Telephone:** 1-800-282-5366  
**Counties:** Barnstable, Bristol, Essex, Hampden, Middlesex  
Norfolk, Plymouth, Suffolk, Worcester  
**Key:** MAR (H2255)

#### NEW HAMPSHIRE

**Firm Name:** Harvard Community Health Plan of NE, I - Wellesley  
**Medicare Name:** SeniorCare  
**Address:** 10 Brookline Place West  
Brookline, MA 02146  
**Telephone:** 1-800-421-3550  
**Counties:** Hillsborough, Rockingham  
**Key:** NHR (H2204)

**Firm Name:** HMO Blue  
**Medicare Name:** Senior Plan  
**Firm Name:** HMO Blue  
**Address:** c/o BC/BS of Mass  
100 Summer Street  
Boston, MA 02110  
**Telephone:** 1-800-325-2583 or (617) 832-5000  
**Counties:** Hillsborough, Rockingham  
**Key:** NHH (H2251)

**Firm Name:** U.S. HealthCare of New Hampshire, Inc.  
**Medicare Name:** U.S. HealthCare Medicare  
**Address:** 3 Burlington Woods Drive  
Burlington, MA 01803  
**Telephone:** 1-800-282-5366  
**Counties:** Cheshire, Hillsborough, Merrimac, Rockingham  
**Key:** NHR (H3049)

## **RHODE ISLAND**

**Firm Name:** Harvard Community Health Plan of NE  
**Medicare Name:** CarePlus  
**Address:** 1 Hoppin Street  
Providence, RI 02903  
**Telephone:** 1-800-444-1210 or (401) 331-3000  
**Counties:** Bristol, Kent, Newport, Providence, Washington  
**Key:** RIC (H4101)

**Firm Name:** Harvard Community Health Plan of NE  
**Medicare Name:** First Seniority  
**Address:** 1 Hoppin Street  
Providence, RI 02903  
**Telephone:** 1-800-338-4247  
**Counties:** Kent, Providence  
**Key:** RIR (H4149)

**Firm Name:** United Health Plans of New England, Inc.  
**Medicare Name:** Senior Care  
**Address:** 475 Kilvert Street  
Warwick, RI 02886  
**Telephone:** 1-800-448-4481 or (401) 737-6900  
**Counties:** Bristol, Kent, Newport, Providence, Washington  
**Key:** RIR (H4102)

## **VERMONT**

**Firm Name:** Capital Area Community Health Plan - Bennington, VT  
**Medicare Name:** CHP Medicare Plus  
**Address:** One CHP Plaza  
Latham, NY 12110  
**Telephone:** 1-800-638-0668 or (518) 783-1864  
**Counties:** Addison, Bennington, Chittenden, Franklin, Rutland, Washington,  
**Key:** VTC (H4749)

**Firm Name:** Capital Area Community Health Plan - Central, MA  
**Medicare Name:** CHP Medicare Plus  
**Address:** One CHP Plaza  
Latham, NY 12110  
**Telephone:** 1-800-638-0668 or (518) 783-1864  
**Counties:** Windham  
**Key:** VTH (H6221)

**SECTION IV: REGIONAL/STATE PLAN LIST**  
**NEW YORK - REGION II**





**NEW YORK - REGION II  
26 FEDERAL PLAZA  
ROOM 3800  
NEW YORK, NY 10278**

**OPERATIONAL OVERSIGHT BRANCH: (212) 264-8522  
STATES IN REGION II: NEW JERSEY, NEW YORK, PUERTO RICO, VIRGIN ISLANDS**

**NEW JERSEY**

**Firm Name:** Aetna Health Plans of New Jersey, Inc.  
**Medicare Name:** Senior Choice  
**Address:** 3541 Winchester Road, Unit 18  
Allentown, PA 18195-0530  
**Telephone:** 1-800-377-6296 (South Jersey) 1-800-624-4478 (North Jersey)  
**Counties:** State-wide  
**Key:** NJR (H3157) NJC (H3104 - CLOSED)

**Firm Name:** AmeriHealth HMO, Inc.  
**Medicare Name:** AmeriHealth 65  
**Address:** 8000 Midlantic Drive  
Suite 300  
Mt. Laurel, NJ 08054-1560  
**Telephone:** 1-800-645-3965  
**Counties:** Atlantic, Burlington, Camden, Cape May,  
Cumberland, Gloucester, Mercer, Ocean, Salem  
**Key:** NJR (H3156)

**Firm Name:** BC/BS of New Jersey (d.b.a HMO Blue)  
**Medicare Name:** Medicare Blue  
**Address:** 3 Penn Plaza East  
MS: PP16V  
Newark, NJ 07105  
**Telephone:** 1-800-365-2223  
**Counties:** Atlantic, Bergen, Burlington, Camden, Essex, Gloucester,  
Hudson, Mercer, Middlesex, Monmouth, Morris, Ocean,  
Passaic, Somerset, Union  
**Key:** NJR (H3154)

**Firm Name:** First Option Health Plan of NJ, Inc.  
**Medicare Name:** Senior Options  
**Address:** Harborside Financial Center  
702 Plaza 3  
Jersey City, NJ 07311-3880  
**Telephone:** 1-800-899-0899  
**Counties:** State-wide  
**Key:** NJR (H3155)

**Firm Name:** HIP of New Jersey, Inc. - (d.b.a HIP Health Plan of NJ)  
**Medicare Name:** HIP/VIP  
**Address:** One HIP Plaza  
North Brunswick, NJ 08902  
**Telephone:** 1-800-794-3442 or 1-800-257-0083  
**Counties:** Atlantic, Bergen, Burlington, Camden, Essex, Gloucester,  
Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Morris,  
Ocean, Passaic, Salem, Somerset, Union  
**Key:** NJR (H3158) (Converted from H3149)

**Firm Name:** Oxford Health Plan of New Jersey, Inc.  
**Medicare Name:** Oxford Medicare Advantage  
**Address:** P. O. Box 5031  
Norwalk, CT 06856  
**Telephone:** 1-800-234-1228  
**Counties:** State-wide  
**Key:** NJR (H3107)

**Firm Name:** US Healthcare  
**Medicare Name:** US Healthcare Medicare Plan  
**Address:** 980 Jolly Road  
P.O. Box 1109  
Blue Bell, PA 19422  
**Telephone:** 1-800-282-5366  
**Counties:** State-wide  
**Key:** NJR (H3152)

## NEW YORK

**Firm Name:** Aetna Health Plan of New York  
**Medicare Name:** Senior Choice  
**Address:** 20 Waterview Boulevard  
Parsipany, NJ 07054  
**Telephone:** 1-800-624-4478  
**Counties:** Bronx, Kings, Nassau, New York, Queens,  
Richmond, Rockland, Suffolk, Westchester  
**Key:** NYC (H3353)

**Firm Name:** Blue Choice  
**Medicare Name:** Blue Choice Senior  
**Address:** Gateway Center  
150 East Main Street  
Rochester, NY 14647  
**Telephone:** 1-800-462-0108  
**Counties:** Livingston, Monroe, Ontario, Seneca, Wayne, Yates  
**Key:** NYC (H3356)

**Firm Name:** Boro Medical Center  
**Medicare Name:** Boro Medical Center  
**Address:** 850 Bronx River Road  
Yonkers, NY 10708  
**Telephone:** (914) 776-2800  
**Counties:** None  
**Key:** NYH (H6331)

**Firm Name:** CIGNA Health Plan  
**Medicare Name:** CIGNA Healthcare for Seniors  
**Address:** 195 Broadway  
8th Floor  
New York, NY 10007  
**Telephone:** (212) 618-4200  
**Counties:** Bronx, Kings, Nassau, New York,  
Queens, Richmond, Suffolk, Westchester  
**Key:** NYR (H3365)

**Firm Name:** Community Health Plan - Albany  
**Medicare Name:** CHP Medicare Plus  
**Address:** One CHP Plaza  
Latham, NY 12110-1080  
**Telephone:** 1-800-344-5682 or (518) 783-1864  
**Counties:** Albany, Columbia, Fulton, Greene, Hamilton, Montgomery,  
Rensselaer, Saratoga, Schenectady, Warren, Washington  
**Key:** NYC (H3349)

**Firm Name:** Community Health Plan - Poughkeepsie  
**Medicare Name:** CHP Medicare Plus  
**Address:** 160 Union Street  
Poughkeepsie, NY 12601  
**Telephone:** (914) 471-2368  
**Counties:** Dutchess, Orange, Putnam, Ulster  
**Key:** NYC (H3308)

**Firm Name:** ChoiceCare Long Island, Inc.  
**Medicare Name:** ChoiceCare Platinum  
**Address:** 395 North Service Road  
Melville, NY 11747  
**Telephone:** (516) 694-4000  
**Counties:** Nassau, Queens, Suffolk  
**Key:** NYR (H3360)

**Firm Name:** Health Care Plan, Inc.  
**Medicare Name:** SeniorChoice  
**Address:** 900 Guaranty Building  
Buffalo, NY 14202  
**Telephone:** (716) 847-2051  
**Counties:** Allegany, Cattaraugus, Chautauqua, Erie,  
Genesee, Niagara, Orleans, Wyoming  
**Key:** NYR (H3351) NYC (H3304 - CLOSED)

**Firm Name:** HIP of Greater New York  
**Medicare Name:** HIP VIP  
**Address:** 7 W. 34th Street  
New York, NY 10001  
**Telephone:** (212) 630-5000  
**Counties:** Bronx, Kings, Nassau, New York, Queens,  
Richmond, Rockland, Suffolk, Westchester  
**Key:** NYR (H3330) (Converted from H3314/H3315)



**Firm Name:** Independent Health Association, Inc.  
**Medicare Name:** Encompass 65  
**Address:** 511 Farber Lakes Drive  
Buffalo, NY 14221  
**Telephone:** 1-800-247-1466 or (716) 631-9452  
**Counties:** Chautauqua, Erie, Genessee, Niagara  
**Key:** NYR (H3362)

**Firm Name:** Kaiser Foundation Health Plan of NY  
**Medicare Name:** Senior Advantage  
**Address:** 210 Westchester Avenue  
White Plains, NY 10604  
**Telephone:** (914) 682-0700  
**Counties:** Westchester  
**Key:** NYH (H3363) (H3301 - CLOSED)

**Firm Name:** Managed Health, Inc.  
**Medicare Name:** Managed Health 65 Plus  
**Address:** EAB Plaza  
Uniondale, NY 11556  
**Telephone:** (516) 352-2000 Ext. 6690 or (516) 683-1010  
**Counties:** Nassau, Queens  
**Key:** NYR (H3359)

**Firm Name:** NYLCare Health Plan of NY (Formerly, Sanus HP Greater NY)  
**Medicare Name:** NYLCare 65  
**Address:** 75 - 20 Astoria Blvd.  
Jackson Heights, NY 11370  
**Telephone:** 1-800-231-9555  
**Counties:** Nassau, Suffolk, Queens  
**Key:** NYR (H3354)

**Firm Name:** NYSA-ILA Coordinating Committee  
**Medicare Name:** NYSA-ILA  
**Address:** 19th Floor  
2 World Trade Center  
New York, NY 10048-0649  
**Telephone:** (212) 323-6009 or (212) 323-6109  
**Counties:** None  
**Key:** NYH (H6333)

**Firm Name:** NYSA-PPGU Welfare Fund  
**Medicare Name:** NYSA-PPGU  
**Address:** 19th Floor  
2 World Trade Center  
New York, NY 10048  
**Telephone:** (212) 406-1301  
**Counties:** None  
**Key:** NYH (H6335)

**Firm Name:** Oxford Health Plans  
**Medicare Name:** Oxford Medicare Advantage  
**Address:** P.O. Box 5031  
Norwalk, CT 06856  
**Telephone:** 1-800-234-1228  
**Counties:** Bronx, Kings, Nassau, New York, Orange, Putman,  
Queens, Richmond, Rockland, Suffolk, Westchester  
**Key:** NYR (H3307)

**Firm Name:** Physicians Health Services of NY, Inc.  
**Medicare Name:** PHS Smart Choice  
**Address:** The Chrysler Building  
405 Lexington Avenue  
New York, NY 10174  
**Telephone:** 1-800-809-3633  
**Counties:** Bronx, Dutchess, Kings, Manhattan, Nassau, Orange, Putman,  
Queens, Richmond, Rockland, Suffolk, Westchester  
**Key:** NYR (H3366)

**Firm Name:** Preferred Care  
**Medicare Name:** Preferred Care Gold  
**Address:** 259 Monroe Avenue  
Rochester, NY 14607  
**Telephone:** (716) 325-3920  
**Counties:** Genesee, Livingston, Monroe, Ontario, Orleans,  
Seneca, Wayne, Wyoming, Yates  
**Key:** NYR (H3305)

**Firm Name:** Union Family Medical Fund  
**Medicare Name:** Union Family Medical Fund  
**Address:** 305 West 44th Street  
New York, NY 10036  
**Telephone:** (212) 586-6400  
**Counties:** None  
**Key:** NYH (H6334)

**Firm Name:** U.S. HealthCare, Inc.  
**Medicare Name:** U.S. Healthcare Medicare  
**Address:** 980 Jolly Road  
P.O. Box 1109  
Blue Bell, PA 19422  
**Telephone:** 1-800-282-5366  
**Counties:** Bronx, Kings, Nassau, New York, Orange, Putnam,  
Queens, Richmond, Rockland, Suffolk, Westchester  
**Key:** NYR (H3312)

**Firm Name:** WellCare of New York, Inc.  
**Medicare Name:** Senior Health Plan  
**Address:** Park West/Hurley Avenue Extension  
P.O. Box 4059  
Kingston, NY 12401  
**Telephone:** 1-800-288-5441 or 1-800-439-9355  
**Counties:** Albany, Columbia, Dutchess, Greene, Orange, Rensselaer,  
Rockland, Ulster  
**Key:** NYR (H3361)

**PUERTO RICO**  
(none listed)

**VIRGIN ISLANDS**  
(none listed)





**SECTION IV: REGIONAL/STATE PLAN LIST  
PHILADELPHIA - REGION III**

THE UNIVERSITY OF CHICAGO PRESS  
530 N. Dearborn St., Chicago, Ill. 60610-5708  
(773) 707-7000

**PHILADELPHIA - REGION III  
3535 MARKET STREET  
ROOM 3100  
PHILADELPHIA, PA 19104**

**BENEFICIARY SERVICES BRANCH: (215) 596-1332  
STATES IN REGION III: DELAWARE, DISTRICT OF COLUMBIA, MARYLAND,  
PENNSYLVANIA, VIRGINIA, WEST VIRGINIA**

**DELAWARE**

**Firm Name:** Aetna Health Plans of New Jersey, Inc.  
**Medicare Name:** Senior Choice  
**Address:** 3541 Winchester Road, Unit 18  
Allentown, PA 18195-0530  
**Telephone:** 1-800-624-4478 (North Jersey) 1-800-377-6296 (South Jersey)  
**Counties:** Statewide  
**Key:** DER (H3157) DEC (H3104 - CLOSED)

**Firm Name:** Optimum Choice, Inc.  
**Medicare Name:** Optimum Choice Advantage  
**Address:** 2301 Research Boulevard  
P.O. Box 7000  
Rockville, MD 20850-7000  
**Telephone:** 1-800-338-2070  
**Counties:** Statewide  
**Key:** DER (H2153)

**Firm Name:** U.S. HealthCare Delaware  
**Medicare Name:** U.S. Healthcare Medicare  
**Address:** 980 Jolly Road  
P.O. Box 1109  
Blue Bell, PA 19422  
**Telephone:** 1-800-282-5366 or (215) 628-4800  
**Counties:** Statewide  
**Key:** DER (H0850)

## DISTRICT OF COLUMBIA

**Firm Name:** Humana Group Health Plan, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 4301 Connecticut Avenue, NW  
Washington, DC 20008  
**Telephone:** (202) 364-2000  
**Counties:** Districtwide  
**Key:** DCR (H0951) DCH (H6091)

**Firm Name:** NYLCare Health Plans, Inc. (Formerly, Health Plus, Inc.)  
**Medicare Name:** NYLCare 65  
**Address:** 7601 Ora Glen Drive  
Greenbelt, MD 20770  
**Telephone:** 1-800-606-4765 or 1-800-635-3121  
**Counties:** Districtwide  
**Key:** DCR (H2152)

**Firm Name:** Optimum Choice, Inc.  
**Medicare Name:** Optimum Choice Advantage  
**Address:** 2301 Research Boulevard  
P.O. Box 7000  
Rockville, MD 20850-7000  
**Telephone:** 1-800-331-2102  
**Counties:** Districtwide  
**Key:** DCR (H2153)

**Firm Name:** United Mine Workers of America  
**Medicare Name:** United Mine Workers  
**Address:** 4455 Connecticut Ave., NW  
Washington, DC 20008  
**Telephone:** (202) 895-3700  
**Counties:** None  
**Key:** DCH (H90091)



**Firm Name:** U.S. HealthCare, Inc. - DE / U.S. HealthCare - DC  
**Medicare Name:** U.S. Healthcare Medicare  
**Address:** 980 Jolly Road  
P.O. Box 1109  
Blue Bell, PA 19422  
**Telephone:** 1-800-282-5366  
**Counties:** Districtwide  
**Key:** DCR (H0953)

## MARYLAND

**Firm Name:** Chesapeake Health Plan, Inc.  
**Medicare Name:** Advantage 65  
**Address:** 814 Light St.  
Baltimore, MD 21230  
**Telephone:** 1-800-326-4636 or (410) 539-8484  
**Counties:** Anne Arundel, Baltimore City, Baltimore,  
Carroll, Cecil, Harford, Howard, Prince Georges  
**Key:** MDR (H2151)

**Firm Name:** HealthCare Corporation of the Mid-Atlantic  
**Medicare Name:** Care First  
**Address:** 100 South Charles, Tower II  
Baltimore, MD 21201  
**Telephone:** 1-800-828-3197 or (410) 666-3302  
**Counties:** Anne Arundel, Baltimore, Baltimore City,  
Carroll, Harford, Howard  
**Key:** MDR (H2101)

**Firm Name:** Humana Group Health Plan, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 4301 Connecticut Ave., NW  
Washington, DC 20008  
**Telephone:** (202) 364-2000  
**Counties:** Charles, Howard, Montgomery, Prince Georges  
**Key:** MDR (H0951) MDH (H6091)

**Firm Name:** Kaiser Foundation of the Mid-Atlantic States  
**Medicare Name:** Medicare Plus  
**Address:** 2101 E. Jefferson Street  
P.O. Box 6611  
Rockville, MD 20849  
**Telephone:** 1-800-777-7902 or (301) 468-6000  
**Counties:** Anne Arundel, Baltimore, Baltimore City, Carroll,  
Harford, Howard  
**Key:** MDH (H2150)

**Firm Name:** NYLCare Health Plans, Inc. (Formerly, Health Plus, Inc.)  
**Medicare Name:** NYLCare 65  
**Address:** 7601 Ora Glen Drive  
Greenbelt, MD 20770  
**Telephone:** 1-800-606-4765 or 1-800-635-3121  
**Counties:** Anne Arundel, Baltimore, Baltimore City, Calvert,  
Carroll, Charles, Frederick, Harford, Howard,  
Montgomery, Prince Georges, St. Mary's  
**Key:** MDR (H2152)

**Firm Name:** Optimum Choice, Inc.  
**Medicare Name:** Optimum Choice Advantage  
**Address:** 2301 Research Boulevard  
P.O. Box 7000  
Rockville, MD 20850-7000  
**Telephone:** 1-800-331-2102  
**Counties:** Statewide  
**Key:** MDR (H2153)

**Firm Name:** U.S. HealthCare, Inc. - Delaware/ U.S. HealthCare - MD  
**Medicare Name:** U.S. Healthcare Medicare  
**Address:** 980 Jolly Road  
P.O. Box 1109  
Blue Bell, PA 19422  
**Telephone:** 1-800-282-5366  
**Counties:** Anne Arundel, Baltimore City, Baltimore,  
Carroll, Cecil, Frederick, Harford, Howard,  
Montgomery, Prince Georges  
**Key:** MDR (H2154)

## PENNSYLVANIA

**Firm Name:** Aetna Health Plans of Central & Eastern PA  
**Medicare Name:** Senior Choice  
**Address:** 955 Chesterbrook Boulevard, Suite 200  
Wayne, PA 19087-5693  
**Telephone:** 1-800-377-6296  
**Counties:** Berks, Bucks, Chester, Cumberland, Dauphin, Lancaster,  
Lebanon, Lehigh, Montgomery, Philadelphia, York  
**Key:** PAR (H3956)

**Firm Name:** Aetna Health Plans of Western PA, Inc.  
**Medicare Name:** Aetna Medicare Program  
**Address:** 5700 Corporate Drive, Suite 300  
Pittsburgh, PA 15237  
**Telephone:** (412) 366-9000  
**Counties:** Allegheny, Beaver, Butler, Washington, Westmoreland  
**Key:** PAC (H3955)

**Firm Name:** Geisinger Health Plan - Central  
**Medicare Name:** Geisinger Gold  
**Address:** 100 North Academy Avenue  
Danville, PA 17822  
**Telephone:** (717) 271-8760  
**Counties:** Carbon, Centre, Clearfield, Clinton, Columbia, Juniata,  
Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour  
Northumberland, Snyder, Sullivan, Union, Wyoming  
**Key:** PAR (H3954)

**Firm Name:** Greater Atlantic Health Service, Inc.  
**Medicare Name:** Wise Choice  
**Address:** 3550 Market Street  
Philadelphia, PA 19104  
**Telephone:** 1-800-326-0078 or (215) 823-8600  
**Counties:** Bucks, Delaware, Montgomery, Philadelphia  
**Key:** PAR (H3949)

**Firm Name:** Health America - Pittsburgh  
**Medicare Name:** Advantra  
**Address:** Five Gateway Center  
Pittsburgh, PA 15222  
**Telephone:** 1-800-355-9196 or (412) 533-7300  
**Counties:** Allegheny, Armstrong, Beaver, Butler, Fayette,  
Lawrence, Washington, Westmoreland  
**Key:** PAR (H3959)

**Firm Name:** HMO of Northeastern Pennsylvania, Inc.  
**Medicare Name:** First Priority 65  
**Address:** 70 N. Main Street  
Wilkes-Barre, PA 18711  
**Telephone:** 1-800-315-2225 or (717) 829-1082  
**Counties:** Lackawanna, Luzerne, Lycoming  
**Key:** PAR (H3953)

**Firm Name:** Keystone Health Plan East, Inc.  
**Medicare Name:** Key Care 65  
**Address:** 1901 Market Street  
P.O. Box 41462  
Philadelphia, PA 19101-41462  
**Telephone:** 1-800-645-3965  
**Counties:** Bucks, Chester, Delaware, Montgomery, Philadelphia  
**Key:** PAR (H3952)

**Firm Name:** Keystone Health Plan West, Inc.  
**Medicare Name:** Security Blue  
**Address:** 120 Fifth Avenue, Suite 31512  
Pittsburgh, PA 15222  
**Telephone:** 1-800-935-2583  
**Counties:** Allegheny, Armstrong, Beaver, Butler, Washington, Westmoreland  
**Key:** PAR (H3957)

**Firm Name:** Phila AFL-CIO Hospital Association  
**Medicare Name:** Union Medicare  
**Address:** Langdon Street & Cheltenham Avenue  
Philadelphia, PA 19124  
**Telephone:** (215) 831-7000 or (215) 831-7001  
**Counties:** None  
**Key:** PAH (H6390)



**Firm Name:** Police and Fire Medical Association (Terminated 6/95)  
**Medicare Name:** Police & Fire Medical Association  
**Address:** 900 East Howell Street  
Philadelphia, PA 19149  
**Telephone:** (215) 831-4931  
**Counties:** None  
**Key:** PAH (H6391)

**Firm Name:** U.S. Health Care Systems of PA - Pittsburgh  
**Medicare Name:** U.S. Health Care  
**Address:** 980 Jolly Road  
P.O. Box 1109  
Blue Bell, PA 19422  
**Telephone:** (215) 628-4800  
**Counties:** Allegheny, Beaver, Butler, Fayette, Washington, Westmoreland  
**Key:** PAR (H3951)

**Firm Name:** U.S. Health Care Systems of PA - Blue Bell  
**Medicare Name:** U.S. Healthcare Medicare  
**Address:** 980 Jolly Road  
P.O. Box 1109  
Blue Bell, PA 19422  
**Telephone:** (215) 628-4800  
**Counties:** Berks, Bucks, Chester, Cumberland, Dauphin, Delaware,  
Lancaster, Lehigh, Montgomery, Northampton, Perry,  
Philadelphia, Schuylkill, York  
**Key:** PAR (H3931)

## VIRGINIA

**Firm Name:** Aetna Health Plans of the Mid-Atlantic (Terminated 12/95)  
**Medicare Name:** Aetna Senior Choice  
**Address:** 7799 Leesburg Pike, Suite 1100 South  
Falls Church, VA 22043  
**Telephone:** 1-800-537-5096 or (703) 903-7018  
**Counties:** Alexandria City, Arlington, Fairfax, Fairfax City, Falls Church City,  
Manassas City, Manassas Park City, Prince William  
**Key:** VAC (H4901)

**Firm Name:** Humana Group Health Plan, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 4301 Connecticut Ave., NW  
Washington, DC 20008  
**Telephone:** (202) 364-2000  
**Counties:** Alexandria City, Arlington, Fairfax, Fairfax City, Falls Church,  
Loudon, Manassas, Manassas Park, Prince William  
**Key:** VAR (H0951) VAH (H6091)

**Firm Name:** NYLCare Health Plans, Inc. (Formerly, Health Plus, Inc.)  
**Medicare Name:** NYLCare 65  
**Address:** 7601 Ora Glen Drive  
Greenbelt, MD 20770  
**Telephone:** 1-800-606-4765 or 1-800-635-3121  
**Counties:** Alexandria City, Arlington, Caroline, Charles City, Chesterfield,  
Colonial Heights, Dinwiddie, Facquier, Fairfax, Fairfax City,  
Falls Church City, Fredericksburg City, Goochland, Hopewell City,  
Hanover, Henrico, King George, King William, Loudon, Louisa,  
Manassas City, Manassas Park City, New Kent, Petersburg City,  
Prince George, Prince William, Richmond, Richmond City, Stafford,  
Spotsylvania, Westmoreland, Fairfax  
**Key:** VAR (H2152)

**Firm Name:** Optimum Choice, Inc.  
**Medicare Name:** Optimum Choice - Virginia  
**Address:** 2301 Research Boulevard  
P.O. Box 7000  
Rockville, MD 20850-7000  
**Telephone:** 1-800-510-9009 or 1-800-331-2102  
**Counties:** Bedford, Botetourt, Craig, Montgomery, Roanoke,  
Roanoke City, Salem  
**Key:** VAR (H2157)

**Firm Name:** Optimum Choice, Inc.  
**Medicare Name:** Optimum Choice Advantage  
**Address:** 2301 Research Boulevard  
P.O. Box 7000  
Rockville, MD 20850-7000  
**Telephone:** 1-800-510-9009 or 1-800- 331-2102  
**Counties:** Accomack, Alexandria City, Arlington, Caroline, Charles City,  
Chesapeake City, Chesterfield, Colonial Heights City, Dinwiddie,  
Fairfax, Fairfax City, Falls Church City, Fauquier, Fredericksburg City,  
Goochland, Hampton City, Hanover, Henrico, Hopewell City, James City,  
King and Queen, King George, King William, Loudon, Manassas City,  
Manassas Park City, New Kent, Newport News City, Norfolk City,  
Northampton, Petersburg City, Poquoson City, Portsmouth City,  
Powhatan, Prince William, Richmond City, Spotsylvania, Stafford,  
Suffolk City, Sussex, Virginia Beach City, Westmoreland, Williamsburg  
City, York  
**Key:** VAR (H2153)

**Firm Name:** Sentara Health Plans  
**Medicare Name:** Sentara Medicare Choice  
**Address:** 4417 Corporation Lane,  
Virginia Beach, VA 23462  
**Telephone:** 1-800-969-9775 or (804) 552-7135  
**Counties:** Chesapeake City, Gloucester, Hampton City, Isle of Wight,  
James City, Newport News City, Norfolk City, Poquoson City,  
Virginia Beach City, Williamsburg City, York  
**Key:** VAR (H4949)

## WEST VIRGINIA

**Firm Name:** Advantage Health (Formerly Health Guard)  
**Medicare Name:** Health Management Systems  
**Address:** 3000 Guernsey Street  
Bellaire, OH 43906  
**Telephone:** 1-800-333-3930 or (614) 676-4623  
**Counties:** Marshall, Ohio, Wetzel  
**Key:** WVC (H3602)

**Firm Name:** Health Plan of the Upper Ohio Valley, Inc.  
**Medicare Name:** Health Plan of the Upper Ohio Valley  
**Address:** 52160 National Road East  
St. Clairsville, OH 43950  
1-800-624-6961 or (614) 695-3585  
**Counties:** Brooke, Hancock, Marshall, Ohio, Tyler, Wetzel  
**Key:** WVC (H5102)

**Firm Name:** Optimum Choice, Inc.  
**Medicare Name:** Optimum Choice Advantage  
**Address:** 2301 Research Boulevard  
P.O. Box 7000  
Rockville, MD 20850-7000  
**Telephone:** 1-800-510-9009 or 1-800- 331-2102  
**Counties:** Berkeley, Jefferson, Mineral, Morgan  
**Key:** WVR (H2153)



**SECTION IV: REGIONAL/STATE PLAN LIST**  
**ATLANTA - REGION IV**



**ATLANTA - REGION IV  
101 MARIETTA TOWER  
SUITE 1114  
ATLANTA, GA 30323**

**MANAGED CARE OPERATIONS: (404) 331-2549  
STATES IN REGION IV: ALABAMA, FLORIDA, GEORGIA, KENTUCKY, MISSISSIPPI,  
NORTH CAROLINA, SOUTH CAROLINA, TENNESSEE**

**ALABAMA**

**Firm Name:** Complete Health, Inc.  
**Medicare Name:** Medicare Complete  
**Address:** 2160 Highland Avenue, Suite 100  
Birmingham, AL 35205  
**Telephone:** 1-800-239-3215 or (205) 933-7661  
**Counties:** Jefferson, Shelby  
**Key:** ALR (H0151)

**Firm Name:** Complete Health, Inc.  
**Medicare Name:** Medicare Complete  
**Address:** 2160 Highland Avenue, Suite 100  
Birmingham, AL 35205  
**Telephone:** 1-800-239-3215 or (205) 933-7661  
**Counties:** Mobile  
**Key:** ALR (H0152)

**Firm Name:** Health Partners of Alabama, Inc.  
**Medicare Name:** Seniors First  
**Address:** 600 Beacon Parkway West, Suite 500  
Birmingham, AL 35209  
**Telephone:** 1-800-947-5093 or (205) 942-5787  
**Counties:** Jefferson  
**Key:** ALR (H0150)

## FLORIDA

**Firm Name:** AV-Med Health Plan, Inc. - Gainesville  
**Medicare Name:** AV-Med Medicare Plan  
**Address:** 2815 NW 13th Street, Suite 200  
Gainesville, FL 32609  
**Telephone:** 1-800-535-9355  
**Counties:** Alachua, Bradford, Columbia, Dixie, Gilchrist,  
Levy, Marion, Suwannee  
**Key:** FLR (H1057)

**Firm Name:** AV-Med Health Plan, Inc. - Jacksonville  
**Medicare Name:** AV-Med Medicare Plan  
**Address:** 9424 Baymeadows Road, Suite 200  
Jacksonville, FL 32256  
**Telephone:** 1-800-535-9355  
**Counties:** Baker, Clay, Duval, Nassau, Saint Johns  
**Key:** FLR (H1059)

**Firm Name:** AV-Med Health Plan, Inc. - Miami  
**Medicare Name:** AV-Med Medicare Plan  
**Address:** 9400 South Dadeland Boulevard, Suite 200  
Miami, FL 33156  
**Telephone:** 1-800-535-9355  
**Counties:** Broward, Dade, Palm Beach  
**Key:** FLR (H1016)

**Firm Name:** AV-Med Health Plan, Inc. - Orlando  
**Medicare Name:** AV-Med Medicare Plan  
**Address:** 851 Trafalgar Court, Suite 225  
Maitland, FL 32751  
**Telephone:** 1-800-535-9355 or 1-800-432-2820  
**Counties:** Orange, Osceola, Seminole, Volusia  
**Key:** FLR (H1061)

**Firm Name:** AV-Med Health Plan, Inc. - Tampa  
**Medicare Name:** AV-Med Medicare Plan  
**Address:** 2701 Rockypoint Drive, Suite 1050  
Tampa, FL 33607  
**Telephone:** 1-800-535-9355  
**Counties:** Citrus, Hernando, Hillsborough, Pasco, Pinellas  
**Key:** FLR (H1062)



**Firm Name:** Boro Medical Corporation  
**Medicare Name:** Boro Medical Corporation  
**Address:** 231 East New Haven Avenue  
Melbourne, FL 32901  
**Telephone:** 1-800-352-3895  
**Counties:** Brevard  
**Key:** FLH (H6102)

**Firm Name:** CAC-United HealthCare Plans of Florida, Inc.  
**Medicare Name:** Medicare Plus  
**Address:** P.O. Box 144240  
75 Valencia Ave.  
Coral Gables, FL 33134  
**Telephone:** 1-800-422-4787  
**Counties:** Broward, Dade, Palm Beach  
**Key:** FLR (H9011)

**Firm Name:** CAC-United HealthCare Plans of Florida, Inc.  
**Medicare Name:** Medicare Plus  
**Address:** 3507 Frontage Road, Suite 180  
Tampa, FL 33607  
**Telephone:** 1-800-595-0440  
**Counties:** Hillsborough, Pinellas  
**Key:** FLR (H1080)

**Firm Name:** Capital Group Health Plan Service of Florida  
**Medicare Name:** Capital Health Plan  
**Address:** 2140 Centerville Place  
P.O. Box 15349  
Tallahassee, FL 32317-5349  
**Telephone:** (904) 386-3161  
**Counties:** Gadsden, Jefferson, Leon, Wakulla  
**Key:** FLC (H1010)

**Firm Name:** CareFlorida, Inc.  
**Medicare Name:** Carefree Medicare Plan  
**Address:** 7950 NW 53rd Street, Suite 300  
Miami, FL 33166  
**Telephone:** (305) 591-3311  
**Counties:** Broward, Dade, Palm Beach  
**Key:** FLR (H1013)

**Firm Name:** Cigna HealthCare of Florida  
**Medicare Name:** Cigna HealthCare for Seniors  
**Address:** 5404 Cypress Center Drive, Suite 365  
Tampa, FL 33609  
**Telephone:** 1-800-942-2471 or (813) 282-8172  
**Counties:** Hillsborough, Pinellas  
**Key:** FLR (H1087)

**Firm Name:** Family Health Plan, Inc. (Terminated 12/94)  
**Medicare Name:** Family Health Plan, Inc.  
**Address:** 6101 Blue Lagoon Drive  
Miami, FL 33126  
**Telephone:** (305) 264-1600  
**Counties:** Broward, Dade  
**Key:** FLR (H1055)

**Firm Name:** Florida Health Care Plan, Inc.  
**Medicare Name:** Florida Health Care Plan  
**Address:** 1340 Ridgewood Avenue  
Holly Hill, FL 32117  
**Telephone:** 1-800-352-9824  
**Counties:** Flagler, Volusia  
**Key:** FLR (H1035)

**Firm Name:** Health Options, Inc. - South Florida  
**Medicare Name:** Medicare and More  
**Address:** 3750 NW 87th Avenue, Suite 300  
Miami, FL 33178  
**Telephone:** 1-800-999-6758 or (305) 485-3444  
**Counties:** Broward, Dade, Palm Beach  
**Key:** FLR (H1026)

**Firm Name:** Health Options, Inc. - Jacksonville  
**Medicare Name:** Medicare and More  
**Address:** 532 Riverside Avenue  
CP9-3 Northeast Region Finance  
Jacksonville, FL 32202  
**Telephone:** 1-800-937-9285  
**Counties:** Clay, Duval  
**Key:** FLR (H1071)

**Firm Name:** HIP Health Plan of Florida  
**Medicare Name:** HIP Medicare Advantage  
**Address:** 200 S. Park Road  
Hollywood, FL 33021  
**Telephone:** 1-800-385-4447 or 1-800-826-1013  
**Counties:** Broward, Dade, Palm Beach  
**Key:** FLR (H1076) (Converted from H6336)

**Firm Name:** HIP Health Plan of Florida, Inc.  
**Medicare Name:** HIP Medicare Advantage  
**Address:** 200 S. Park Road  
Hollywood, FL 33021  
**Telephone:** 1-800-385-4447 or 1-800-826-1013  
**Counties:** Hernando, Hillsborough, Pasco, Pinellas  
**Key:** FLR (H1084) (Converted from H6336)

**Firm Name:** Humana Medical Plan, Inc. - Dade  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 3400 Lakeside Drive  
Miramar, FL 33027  
**Telephone:** 1-800-521-4882  
**Counties:** Broward, Clay, Dade, Duval, Flagler, Hernando, Hillsborough,  
Manatee, Orange, Osceola, Palm Beach, Pasco, Pinellas,  
Saint Johns, Seminole, Volusia  
**Key:** FLR (H1036)

**Firm Name:** Neighborhood Health Partnership, Inc.  
**Medicare Name:** Senior Health Choice  
**Address:** 6303 Blue Lagoon Drive, Suite 225  
Miami, FL 33126  
**Telephone:** (305) 715-4527  
**Counties:** Broward, Dade, Palm Beach  
**Key:** FLR (H1078)

**Firm Name:** PCA Health Plans of Florida, Inc.  
**Medicare Name:** PCA QualiCare  
**Address:** 6101 Blue Lagoon Drive, Suite 210  
Miami, FL 33126  
**Telephone:** 1-800-562-9262  
**Counties:** Broward, Dade, Palm Beach  
**Key:** FLR (H1056)

**Firm Name:** PCA Health Plans of Florida, Inc. - Orlando  
**Medicare Name:** PCA QualiCare  
**Address:** 988 Woodcock Road, Suite 200  
Orlando, FL 32803  
**Telephone:** 1-800-925-3705  
**Counties:** Orange, Osceola, Seminole  
**Key:** FLR (H1067)

**Firm Name:** PCA Health Plans of Florida, Inc. - Tampa  
**Medicare Name:** PCA QualiCare  
**Address:** 2002 North Lois Avenue, Suite 300  
Tampa, FL 33607  
**Telephone:** 1-800-685-2279  
**Counties:** Charlotte, Highlands, Hillsborough, Lee, Manatee, Pasco,  
Pinellas, Sarasota  
**Key:** FLR (H1068)

**Firm Name:** PCA Health Plans of Florida, Inc. - Jacksonville  
**Medicare Name:** PCA QualiCare  
**Address:** 4160 Woodcock Drive  
Jacksonville, FL 33207  
**Telephone:** 1-800-234-1552  
**Counties:** Baker, Clay, Duval, Nassau  
**Key:** FLR (H1069)

**Firm Name:** Prudential Health Care Plan, Inc.  
**Medicare Name:** Prudential SeniorCare  
**Address:** 1200 RiverPlace Boulevard, Suite 701  
Jacksonville, FL 32207  
**Telephone:** (904) 346-5800  
**Counties:** Baker, Clay, Duval, Nassau, Saint Johns  
**Key:** FLR (H1070)

**Firm Name:** Prudential Health Care Plan, Inc.  
**Medicare Name:** Prudential SeniorCare  
**Address:** 5900 North Andrews Ave., Suite 1000  
Ft. Lauderdale, FL 33309  
**Telephone:** 1-800-778-9115  
**Counties:** Dade, Broward, Palm Beach  
**Key:** FLR (H1073)



**Firm Name:** Prudential Health Care Plan, Inc.  
**Medicare Name:** Prudential SeniorCare  
**Address:** 6200 Courtney Campbell Causeway, Suite 350  
Tampa, FL 3607  
**Telephone:** 1-800-284-4302 or (813) 288-6206  
**Counties:** Hillsborough, Pasco, Pinellas  
**Key:** FLR (H1074)

**Firm Name:** Prudential Health Care Plan, Inc.  
**Medicare Name:** Prudential SeniorCare  
**Address:** 2301 Lucien Way, Suite 230  
Maitland, FL 32751-7086  
**Telephone:** 1-800-875-6671  
**Counties:** Orange, Osceola, Seminole  
**Key:** FLR (H1081)

## GEORGIA

**Firm Name:** Kaiser Foundation Health Plan of GA, Inc.  
**Medicare Name:** Kaiser Foundation Health Plan  
**Address:** 3495 Piedmont Road, N.E, Building 9  
Atlanta, GA 30305-1736  
**Telephone:** (404) 261-2590  
**Counties:** Cherokee, Clayton, Cobb, Coweta, De Kalb, Douglas, Fayette,  
Forsyth, Fulton, Gwinnett, Henry, Newton, Paulding, Rockdale  
**Key:** GAH (H1149)

## KENTUCKY

**Firm Name:** Humana Health Plan, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 101 E. Main St., 12th Floor  
Louisville, KY 40202  
**Telephone:** (502) 580-5050  
**Counties:** Jefferson  
**Key:** KYR (H1890)

**MISSISSIPPI**  
(none listed)

**NORTH CAROLINA**

**Firm Name:** Kaiser Foundation Health Plan of NC - Raliegh  
**Medicare Name:** Medicare Plan  
**Address:** 3120 Highwoods Boulevard  
Raleigh, NC 27604  
**Telephone:** 1-800-755-1925 or (919) 881-5688  
**Counties:** Alamance, Caswell, Chatham, Durham, Franklin, Granville  
Harnett, Johnston, Nash, Orange, Person, Wake  
**Key:** NCH (H3452)

**Firm Name:** Kaiser Foundation Health Plan of NC - Charlotte  
**Medicare Name:** Kaiser N.C. - Charlotte  
**Address:** 3120 Highwoods Boulevard  
Raleigh, NC 27604  
**Telephone:** (919) 878-5818  
**Counties:** Cabarrus, Catawba, Gaston, Iredell, Lincoln,  
Mecklenburg, Rowan, Stanly, Union  
**Key:** NCH (H3451)

**Firm Name:** Partners National Health Plans of NC, Inc.  
**Medicare Name:** Partners Prime  
**Address:** 200 Frontis Plaza Boulevard, Suite 200  
Winston-Salem, NC 27604  
**Telephone:** (910) 760-4822  
**Counties:** Forsyth  
**Key:** NCR (H3449)

**SOUTH CAROLINA**

**Firm Name:** Companion HealthCare - Columbia  
**Medicare Name:** Prime Companion  
**Address:** I-20 At Alpine Road  
Columbia, SC 29219-2401  
**Telephone:** 1-800-618-8497  
**Counties:** Berkeley, Charleston, Darlington, Dorchester, Florence,  
Kershaw, Lee, Lexington, Newberry, Orangeburg, Richland  
**Key:** SCR (H4249)

**Firm Name:** Companion HealthCare - Greenville  
**Medicare Name:** Prime Companion  
**Address:** I-20 At Alpine Road  
Columbia, SC 29219-2401  
**Telephone:** 1-800-618-8497  
**Counties:** Greenville, Spartanburg  
**Key:** SCR (H4250)

#### TENNESSEE

**Firm Name:** Health 1-2-3, Inc. - Nashville  
**Medicare Name:** Health 1-2-3 Platinum  
**Address:** 110 21st Avenue South, Suite 1100  
Nashville, TN 37202  
**Telephone:** 1-800-811-8482  
**Counties:** Bedford, Cheatham, Coffee, Davidson, Dickson, Hickman,  
Houston, Humphreys, Marshall, Maury, Montgomery,  
Robertson, Rutherford, Stewart, Sumner, Trousdale,  
Williamson, Wilson  
**Key:** TNR (H4452)





**SECTION IV: REGIONAL/STATE PLAN LIST  
CHICAGO - REGION V**



**CHICAGO - REGION V  
105 WEST ADAMS STREET  
15TH FLOOR  
CHICAGO, IL 60603**

**CUSTOMER SERVICE: (312) 353-7180  
STATES IN REGION V: ILLINOIS, INDIANA, MICHIGAN, MINNESOTA  
OHIO, WISCONSIN**

**ILLINOIS**

**Firm Name:** Chicago HMO, Ltd. (Terminated 12/95)  
**Medicare Name:** Chicago HMO 65 Plus  
**Address:** 1 S. Wacker Drive  
P.O. Box 909714  
Chicago, IL 60690-9714  
**Telephone:** (312) 424-4460  
**Counties:** Cook, DuPage, Lake  
**Key:** ILR (H1452) (Converted to H9045)

**Firm Name:** Deere Family Healthplan, Inc.  
**Medicare Name:** Deere Family Healthplan Medicare Program  
**Address:** 1515 5th Avenue, Suite 600  
Moline, IL 61265-1368  
**Telephone:** (309) 765-1600  
**Counties:** Carroll, Henry, Mercer, Rock Island, Whiteside  
**Key:** ILH (H1454)

**Firm Name:** Dreyer HMO  
**Medicare Name:** Dreyer HMO  
**Address:** 1877 Downer Place  
Aurora, IL 60506  
**Telephone:** (708) 859-0400  
**Counties:** Kane, Kendall, DuPage  
**Key:** ILH (H6144)

**Firm Name:** FHP of Illinois, Inc.  
**Medicare Name:** FHP Senior Plan  
**Address:** One Lincoln Centre, Suite 700  
Oakbrook Terrace, IL 60181  
**Telephone:** (708) 916-8400  
**Counties:** Cook  
**Key:** ILR (H1460)

**Firm Name:** Group Health Plan, Inc.  
**Medicare Name:** GHP Senior Plan  
**Address:** 940 West Port Plaza, Suite 300  
St. Louis, MO 63146  
**Telephone:** (314) 453-1700  
**Counties:** Jersey, Macoupin, Madison, Monroe, Saint Clair  
**Key:** ILH (H2601)

**Firm Name:** Group Health Plan, Inc.  
**Medicare Name:** GHP Senior Plan  
**Address:** 940 West Port Plaza, Suite 300  
St. Louis, MO 63146  
**Telephone:** (314) 453-1700  
**Counties:** Jersey, Macoupin, Madison, Monroe, Saint Clair  
**Key:** ILR (H2663)

**Firm Name:** HEALTH DIRECT Insurance, Inc.  
**Medicare Name:** HEALTH DIRECT Seniors  
**Address:** 1011 E. Touhy Avenue, Suite 500  
Des Plaines, IL 60018-2808  
**Telephone:** (847) 391-9505  
**Counties:** Cook, DuPage, Kane, Lake, McHenry, Will  
**Key:** ILR (H1458)

**Firm Name:** Heritage National Health Plan  
**Medicare Name:** Heritage National Health Plan  
**Address:** 1515 Fifth Avenue, Suite 600  
Moline, IL 61265  
**Telephone:** (309) 765-1253 or (309) 765-1200  
**Counties:** None  
**Key:** ILH (H1605)



**Firm Name:** Humana Health Care Plan, Inc.  
**Medicare Name:** Gold Plus  
**Address:** 30 S. Wacker Drive, Suite 3100  
Chicago, IL 60606  
**Telephone:** (312) 441-1414  
**Counties:** Cook, DuPage, Kane, Lake, Will  
**Key:** ILR (H1406)

**Firm Name:** Illinois Central Hospital Association  
**Medicare Name:** Medicare Supplement Plan  
**Address:** 2024 Hickory Road  
Homewood, IL 60521  
**Telephone:** (708) 957-1700  
**Counties:** None  
**Key:** ILH (H1459)

**Firm Name:** Medical Associates Health Plan, Inc.  
**Medicare Name:** Medical Associates Clinic Health Plan  
**Address:** 700 Locust Street, Suite 230  
Dubuque, IA 52001-6800  
**Telephone:** (319) 556-6800  
**Counties:** JoDaviess  
**Key:** ILC (H1651)

**Firm Name:** New York Life Sanus  
**Medicare Name:** NYL Care 65  
**Address:** 111 West 22nd Street  
Oak Brook, IL 60521  
**Telephone:** (708) 368-1800  
**Counties:** Cook, DuPage, Kane  
**Key:** ILH (H1461)

**Firm Name:** Rush Prudential HMO, Inc.  
**Medicare Name:** Rush-Anchor  
**Address:** 233 S. Wacker Drive, Suite 3900  
Chicago, IL 60606-6309  
**Telephone:** (312) 234-7000  
**Counties:** Cook, DuPage, Kane, Kendall, Lake, McHenry, Will  
**Key:** ILC (H1449)

**Firm Name:** Share Health Plan of Illinois, Inc.  
**Medicare Name:** United for Seniors  
**Address:** 1 South Wacker Drive  
P.O. Box 909714  
Chicago, IL 60690-9714  
**Telephone:** 1-800-767-9010 or (312) 424-4460  
**Counties:** Cook, DuPage, Kane, Kendall, Lake, McHenry, Will  
**Key:** ILR (H9045)

**Firm Name:** Sidney Hillman HC  
**Medicare Name:** Sidney Hillman Health Center  
**Address:** 333 South Ashland Avenue  
Chicago, IL 60607-2750  
**Telephone:** (312) 738-6175  
**Counties:** None  
**Key:** ILH (H6141)

**Firm Name:** Union Health Services, Inc.  
**Medicare Name:** Union Health Services Medicare 65  
**Address:** 1634 West Polk Street  
Chicago, IL 60612  
**Telephone:** (312) 829-4224  
**Counties:** Cook, DuPage  
**Key:** ILH (H6142)

**Firm Name:** Union Medical Center  
**Medicare Name:** Union Medical Center  
**Address:** 1657 West Adams Street  
Chicago, IL 60612  
**Telephone:** (312) 829-1134  
**Counties:** None  
**Key:** ILH (H6143)

**Firm Name:** Wabash Memorial Hospital  
**Medicare Name:** Wabash Area Hospital Association  
**Address:** 1501 N. Water Street  
P.O. Box 1340  
Decatur, IL 62525  
**Telephone:** (217) 429-5246  
**Counties:** None  
**Key:** ILH (H6140)

## INDIANA

**Firm Name:** Arnett HMO  
**Medicare Name:** Arnett HMO  
**Address:** 3768 Rome Drive  
P.O. Box 6108  
Lafayette, IN 47903  
**Telephone:** (317) 448-8200 or (317) 448-8582  
**Counties:** None  
**Key:** INH (H6151)

**Firm Name:** HealthSource Indiana Managed Care Plan, Inc.  
**Medicare Name:** Senior Care  
**Address:** 225 S. East Street, Suite 240  
Indianapolis, IN 46202  
**Telephone:** (317) 685-8300 or (317) 685-2800  
**Counties:** Greene, Jackson, Lawrence, Martin, Monroe, Orange, Washington  
**Key:** INR (H1551)

**Firm Name:** Humana Health Care Plan, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 30 S. Wacker Drive, Suite 3100  
Chicago, IL 60606  
**Telephone:** (312) 441-1414  
**Counties:** Lake  
**Key:** INR (H1406)

**Firm Name:** Humana Health Plan, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 101 E. Main St., 12th Floor  
Louisville, KY 40202  
**Telephone:** (502) 580-1000  
**Counties:** Clark, Floyd  
**Key:** INR (H1890)

**Firm Name:** Maxicare Indiana, Inc.  
**Medicare Name:** Maxicare 65 Plus  
**Address:** 9480 Priority Way West Drive  
Indianapolis, IN 46240-3899  
**Telephone:** (317) 844-5775 or (317) 843-9989  
**Counties:** Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby  
**Key:** INR (H9028)

**Firm Name:** Rush Prudential HMO, Inc.  
**Medicare Name:** Rush-Anchor  
**Address:** 233 S. Wacker Drive, Suite 3900  
Chicago, IL 60606-6309  
**Telephone:** (312) 234-7000  
**Counties:** Lake, Porter  
**Key:** INC (H1449)

**Firm Name:** The M Plan, Inc.  
**Medicare Name:** Senior Securecare  
**Address:** 8802 N. Meridan Street, Suite 100  
Indianapolis, IN 46260-5318  
**Telephone:** (317) 571-5300 or (800) 878-8802  
**Counties:** Boone, Hancock, Johnson, Morgan, Hamilton,  
Hendricks, Marion, Shelby  
**Key:** INC (H1553)

**Firm Name:** Welborn HMO  
**Medicare Name:** Welborn HMO  
**Address:** 19 NW 4th Street, Suite 600  
Evansville, IN 47708  
**Telephone:** (812) 425-3939 or (812) 426-6600  
**Counties:** Daviess, DuBois, Gibson, Knox, Perry, Pike,  
Posey, Spencer, Vanderburgh, Warrick  
**Key:** INH (H6152)

#### MICHIGAN

**Firm Name:** Blue Care Network - Health Central  
**Medicare Name:** Medicare Plus  
**Address:** 1403 S. Creyts Road  
Lansing, MI 48917  
**Telephone:** (517) 322-8000  
**Counties:** Clinton, Ingham, Ionia, Eaton, Jackson, Shiawassee  
**Key:** MIR (H9009)



**Firm Name:** Comprehensive Health Services, Inc.  
**Medicare Name:** The Wellness Plan  
**Address:** 2875 W. Grand Boulevard  
Detroit, MI 48202  
**Telephone:** (313) 875-4200  
**Counties:** Genesee, Macomb, Monroe, Muskegon, Oakland,  
Oceana, Washtenaw, Wayne  
**Key:** MIH (H2349)

**Firm Name:** Health Alliance Plan of Michigan  
**Medicare Name:** Seniors Plus  
**Address:** 2850 West Grand Boulevard  
Detroit, MI 48202  
**Telephone:** 1-800-422-4641 or (313) 872-8100  
**Counties:** Macomb, Oakland, Wayne  
**Key:** MIR (H2312)

#### MINNESOTA

**Firm Name:** Central Minnesota Group Health Plan  
**Medicare Name:** Central Minnesota Group Health Plan  
**Address:** 1245 15th Street, North  
St. Cloud, MN 56303  
**Telephone:** (612) 259-7356  
**Counties:** Benton, Sherborn, Sterns, Wright  
**Key:** MNH (H6240)

**Firm Name:** Community Health Center  
**Medicare Name:** Community Health Center Inc.  
**Address:** 1010 4th Street  
Two Harbors, MN 55616  
**Telephone:** (218) 834-7207  
**Counties:** None  
**Key:** MNH (H6242)



**Firm Name:** Health Partners (Formerly, Group Health Plan, Inc.)  
**Medicare Name:** Group Health Seniors  
**Address:** 8100 34th Avenue, South  
P.O. Box 1309  
Minneapolis, MN 55440-1309  
**Telephone:** 1-800-828-1159 or (612) 883-7000  
**Counties:** Anoka, Carver, Chisago, Dakota, Hennepin,  
Isanti, Ramsey, Rice, Scott, Sherburne,  
Washington, Wright, Mille Lacs  
**Key:** MNR (H9005)

**Firm Name:** HMO Minnesota/Blue Plus, Minnesota  
**Medicare Name:** Senior Plus  
**Address:** P.O. Box 64560  
St. Paul, MN 55164-0560  
**Telephone:** (612) 456-8000  
**Counties:** Anoka, Carver, Dakota, Hennepin, Ramsey,  
Scott, Washington  
**Key:** MNR (H2455) MNH (H2449)

**Firm Name:** MedCenters Health Care, Inc.  
**Medicare Name:** Medcenters Health Care, Inc.  
**Address:** 8100 34th Avenue, South  
P.O. Box 1309  
Minneapolis, MN 55440-1309  
**Telephone:** 1-800-883-2177 or (612) 883-5000  
**Counties:** Anoka, Carver, Dakota, Hennepin, Ramsey, Scott,  
Washington, Wright  
**Key:** MNH (H2453)

**Firm Name:** Medica  
**Medicare Name:** PHP + Medicare  
**Address:** 5601 Smetana Drive  
P.O. Box 9310  
Minneapolis, MN 55440-9310  
**Telephone:** (612) 945-8000 or (612) 992-2900  
**Counties:** Aitkin, Anoka, Carlton, Carver, Chisago, Crow Wing,  
Dakota, Dodge, Goodhue, Grant, Isanti, Kanabec,  
Kandiyohi, Lake, McLeod, Meeker, Mille Lacs,  
Morrison, Otter Tail, Pine, Pope, Ramsey, Scott,  
Sibley, Steele, Todd, Washington, Wright  
**Key:** MNH (H2450 - CLOSED)

**Firm Name:** Medica  
**Medicare Name:** SeniorCare Select  
**Address:** 5601 Smetana Drive  
P. O. Box 9310  
Minneapolis, MN 55440-9310  
**Telephone:** (612) 945-8000 or (612) 992-2900  
**Counties:** Saint Louis  
**Key:** MNH (H2451)

**FirmName:** Medica (Terminated 12/95)  
**Medicare Name:** SeniorCare Chisago  
**Address:** 5601 Smetana Drive  
P.O. Box 9310  
Minneapolis, MN 55440-9310  
**Telephone:** (612) 945-8000 or (612) 992-2900  
**Counties:** Chisago  
**Key:** MNC (H2452)

**Firm Name:** Medica (Formerly, Share Health Plan)  
**MedicareName:** SeniorCare  
**Address:** 5601 Smetana Drive  
P.O. Box 9310  
Minneapolis, MN 55440-9310  
**Telephone:** (612) 945-8000 or (612) 992-2900  
**Counties:** Anoka, Carver, Dakota, Goodhue, Hennepin,  
Ramsey, Scott, Washington, Pierce, St. Croix  
**Key:** MNR (H9006)

## OHIO

**Firm Name:** Advantage Health (Formerly, Health Guard)  
**Medicare Name:** Advantage Gold  
**Address:** 121 Seventh Street  
Pittsburg, PA 15222  
**Telephone:** 1-800-333-3930 or (412) 391-9300  
**Counties:** Belmont, Monroe, Harrison, Jefferson, Wetzell  
**Key:** OHC (H3602)

**Firm Name:** Aetna Health Plans of Ohio, Inc.  
**Medicare Name:** Senior Choice  
**Address:** 3690 Orange Place, Suite 200  
Cleveland, OH 44122  
**Telephone:** 1-800-640-4986 or (216) 464-8919  
**Counties:** Cuyahoga  
**Key:** OHR (H3656)

**Firm Name:** Community Mutual Insurance Company  
**Medicare Name:** HMP Medicare  
**Address:** Governors Hill Complex  
8845 Governors Hill Drive  
Cincinnati, OH 45249-3302  
**Telephone:** 1-800-467-1199  
**Counties:** Brown, Butler, Clermont, Clinton, Hamilton,  
Highland, Warren  
**Key:** OHR (H3655)

**Firm Name:** Family Health Plan, Inc.  
**Medicare Name:** SeniorSense  
**Address:** 1001 Madison Avenue  
Toledo, OH 43624  
**Telephone:** (419) 241-6501  
**Counties:** Lucas, Henry, Ottawa, Sandusky, Wood  
**Key:** OHR (H3649)

**Firm Name:** Health First (Formerly, HealthOhio)  
**Medicare Name:** Health First  
**Address:** 372 East Center Street  
Marion, OH 43302  
**Telephone:** 1-800-858-1472 or (614) 387-6355  
**Counties:** Crawford, Delaware, Hardin, Logan, Marion,  
Morrow, Richland, Union, Wyandot  
**Key:** OHH (H3601)

**Firm Name:** Health Plan of the Upper Ohio Valley, Inc.  
**Medicare Name:** Health Plan of the Upper Ohio Valley  
**Address:** 52160 National Road East  
St. Clairsville, OH 43950  
**Telephone:** 1-800-624-6961 or (614) 695-3585  
**Counties:** Belmont, Guernsey, Harrison, Jefferson, Monroe, Noble  
**Key:** OHC (H5102)

**Firm Name:** Kaiser Foundation Health Plan of Ohio - Cleveland  
**Medicare Name:** Medicare Plus  
**Address:** North Point Tower, Suite 1200  
1001 Lakeside Avenue  
Cleveland, OH 44114-1153  
**Telephone:** 1-800-524-7371 or (216) 621-5600  
**Counties:** Cuyahoga, Geauga, Lake, Lorain, Medina  
**Key:** OHR (H3607) OHH (H6360)

**Firm Name:** Kaiser Foundation Health Plan of Ohio - Akron  
**Medicare Name:** Medicare Plus  
**Address:** North Point Tower, Suite 1200  
1001 Lakeside Avenue  
Cleveland, OH 44114-1153  
**Telephone:** 1-800-524-7371 or (216) 621-5600  
**Counties:** Portage, Summit  
**Key:** OHR (H3612)

**Firm Name:** Paramount Care, Inc.  
**Medicare Name:** Paramount Elite  
**Address:** P.O. Box 928  
Toledo, OH 43697-0928  
**Telephone:** (419) 891-2500  
**Counties:** Fulton, Henry, Lucas, Ottawa, Sandusky,  
Seneca, Wood  
**Key:** OHR (H3653)

**Firm Name:** Prudential Health Care Plan of Northern Ohio  
**Medicare Name:** Prudential SeniorCare  
**Address:** The Galleria & Towere at Erieview  
1301 East 9th Street, 15th Floor  
Cleveland, Ohio 44114  
**Telephone:** 1-800-458-3940 or (216) 241-5623  
**Counties:** Cuyahoga, Lake  
**Key:** OHR (H3654)

**Firm Name:** Qual Choice Health Plan  
**Medicare Name:** Qual Choice HMO Prime  
**Address:** 6000 Parkland Boulevard  
Cleveland, Ohio 44124  
**Telephone:** (216) 460-0093  
**Counties:** Cuyahoga, Lake  
**Key:** OHR (H3657)



## WISCONSIN

**Firm Name:** Dean Health Plan, Inc./Deancare HMO  
**Medicare Name:** Deancare HMO  
**Address:** 2711 Allen Boulevard  
Middleton, WI 53562-0000  
**Telephone:** 1-800- 279-1301 or (608) 836-1400  
**Counties:** Columbia, Crawford, Dane, Dodge, Fond du Lac,  
Grant, Green, Green Lake, Iowa, Jefferson,  
Juneau, LaFayette, Marquette, Richland, Rock,  
Sauk, Walworth  
**Key:** WIH (H6521)

**Firm Name:** HMO Midwest  
**Medicare Name:** Medicare and More  
**Address:** 3535 Blue Cross Road  
Box 64179  
St. Paul, MN 55164  
**Telephone:** 1-800-382-2000 or (612) 456-8000  
**Counties:** Ashland, Barron, Bayfield, Burnett, Dunn,  
Pierce, Pepin, Polk, St. Croix, Sawyer,  
Washburn, Douglas  
**Key:** WIH (H5251)

**Firm Name:** Network Health Plan of Wisconsin, Inc.  
**Medicare Name:** Network Health Plan  
**Address:** 1165 Appleton Road  
P.O. Box 120  
Menasha, WI 54952-0120  
**Telephone:** 1-800-826-0940 or (414) 727-0100  
**Counties:** Brown, Calumet, Fond Du Lac, Manitowoc,  
Outagamie, Waupaca, Waushara, Winnebago  
**Key:** WIH (H5252)

**Firm Name:** Medical Associates Health Plan, Inc.  
**Medicare Name:** Medical Associates Clinic Health Plan  
**Address:** 700 Locust Street, Suite 230  
Dubuque, IA 52001-6800  
**Telephone:** (319) 556-8070  
**Counties:** Crawford, Grant, Iowa, Lafayette  
**Key:** WIC (H5256)



**Firm Name:** PrimeCare Health Plan, Inc.  
**Medicare Name:** PrimeCare Gold  
**Address:** 10701 W. Research Drive  
P.O. Box 26649  
Milwaukee, WI 53226-0649  
**Telephone:** (414) 443-4000  
**Counties:** Milwaukee  
**Key:** WIR (H5253)



**SECTION IV: REGIONAL/STATE PLAN LIST**  
**DALLAS - REGION VI**





**DALLAS - REGION VI  
1200 MAIN TOWER BUILDING  
DALLAS, TX 75202**

**CONTRACTOR OPERATION BRANCH: (214) 767-6441  
STATES IN REGION VI: ARKANSAS, LOUISIANA, NEW MEXICO,  
OKLAHOMA, TEXAS**

**ARKANSAS**

**Firm Name:** HMO Partners (d.b.a. Health Advantage)  
**Medicare Name:** Medipak Advantage  
**Address:** 26 Corporate Hill Drive  
P.O. Box 8069  
Little Rock, AR 72203-8069  
**Telephone:** 1-800-225-1891  
**Counties:** Garland, Hot Spring, Pulaski, Saline  
**Key:** ARR (H0451)

**LOUISIANA**

**Firm Name:** Advantage Health Plan, Inc.  
**Medicare Name:** Advantage 65  
**Address:** 829 St. Charles Avenue  
New Orleans, LA 70130  
**Telephone:** 1-800-880-4465  
**Counties:** Ascension, Assumption, East Baton Rouge, East Feliciana,  
Iberville, Jefferson, LaFourche, Livingston, Orleans, Plaquemines,  
Pointe Coupee, Saint Bernard, Saint Charles, Saint Helena,  
Saint James, Saint Tammany, St. John the Baptist, Tangipahoa,  
West Baton Rouge, West Feliciana  
**Key:** LAR (H1956)

**Firm Name:** Community Health Network of Louisiana  
**Medicare Name:** Community 65  
**Address:** 2431 S. Acadian Thruway  
P.O. Box 80159  
Baton Rouge, LA 70898-0159  
**Telephone:** (504) 923-0550  
**Counties:** East Baton Rouge, Jefferson, Livingston, Orleans,  
Saint Charles, St. John the Baptist, West Baton Rouge  
**Key:** LAR (H1954)

**Firm Name:** Gulf South Preferred Health Plan, Inc.  
**Medicare Name:** Gulf South Health Plan  
**Address:** 5615 Corporate Boulevard, Suite 3  
Baton Rouge, LA 70808  
**Telephone:** 1-800-237-3583 or (504) 523-1700  
**Counties:** Ascension, East Baton Rouge, Livingston  
**Key:** LAR (H1955)

**Firm Name:** Ochsner Health Plan - New Orleans  
**Medicare Name:** Total Health 65  
**Address:** 1 Galleria Boulevard, Suite 1224  
Metairie, LA 70001  
**Telephone:** (504) 836-6600  
**Counties:** Ascension, East Baton Rouge, East Feliciana, Iberville, Jefferson,  
LaFourche, Livingston, Orleans, Plaquemines, Pointe Coupee,  
Saint Bernard, Saint Charles, Saint James, Saint Tammany,  
St. John The Baptist, Tangipahoa, Terrebonne, West Baton Rouge,  
West Feliciana  
**Key:** LAR (H1951) (Converted from H1949)

## NEW MEXICO

**Firm Name:** FHP of New Mexico, Inc.  
**Medicare Name:** FHP Senior Plan  
**Address:** 4300 San Mateo Blvd., NE  
Albuquerque, NM 87110  
**Telephone:** (505) 881-7900 or (505) 889-8500  
**Counties:** Bernalillo, Cibola, Los Alamos, Rio Arriba, Sandoval,  
Santa Fe, Valencia  
**Key:** NMR (H3204)

**Firm Name:** Health Plus of New Mexico, Inc.  
**Medicare Name:** Presbyterian Senior Health Plan  
**Address:** 7500 Jefferson Street, N.E.  
P.O. Box 27489  
Albuquerque, NM 87125-7489  
**Telephone:** 1-800-356-2884 or (505) 260-6300  
**Counties:** Bernalillo, Sandoval, Valencia  
**Key:** NMR (H3250)

**Firm Name:** Lovelace Health Plan, Inc.  
**Medicare Name:** Lovelace Senior Plan  
**Address:** 5400 Gibson Boulevard S.E.  
Albuquerque, NM 87108  
**Telephone:** 1-800-808-7363 or (505) 262-7510  
**Counties:** Bernalillo, Los Alamos, Rio Arriba, San Miguel,  
Sandoval, Santa Fe, Socorro, Torrance, Valencia  
**Key:** NMR (H3251)

**Firm Name:** Lovelace Health Plan, Inc.  
**Medicare Name:** Lovelace Senior Plan  
**Address:** 5400 Gibson Boulevard S.E.  
Albuquerque, NM 87108  
**Telephone:** 1-800-808-7363 or (505) 262-7510  
**Counties:** Dona Ana, Otero, Sierra  
**Key:** NMR (H3253)

**Firm Name:** Qual-Med Plans for Health, Inc. - New Mexico  
**Medicare Name:** Senior Security Health Plan  
**Address:** 6100 Uptown Blvd NE, Suite 400  
Albuquerque, NM 87110  
**Telephone:** 1-800-335-2929 or (505) 889-4949  
**Counties:** Bernalillo, Los Alamos, Sandoval, Santa Fe, Valencia  
**Key:** NMR (H3249)

## OKLAHOMA

**Firm Name:** PacifiCare of Oklahoma, Inc.  
**Medicare Name:** Secure Horizons  
**Address:** 7666 E. 61st Street, Suite 500  
Tulsa, OK 74133  
**Telephone:** (918) 459-1165  
**Counties:** Canadian, Cleveland, Creek, McClain, Oklahoma,  
Osage, Rogers, Tulsa, Wagoner  
**Key:** OKR (H3749) (Converted from H3753)

**Firm Name:** PacifiCare of Oklahoma, Inc.  
**Medicare Name:** Secure Horizons  
**Address:** 7666 E. 61st Street, Suite 500  
Tulsa, OK 74133  
**Telephone:** (918) 459-1165  
**Counties:** Canadian, Cleveland, McClain, Oklahoma  
**Key:** OKR (H3754)

## TEXAS

**Firm Name:** FHP of Texas, Inc.  
**Medicare Name:** FHP Senior Plan/Senior Plus  
**Address:** 12 Greenway Plaza, Suite 500  
Houston, TX 77046  
**Telephone:** (713) 621-9595  
**Counties:** Brazoria, Chambers, Fort Bend, Galveston, Harris,  
Montgomery, Waller  
**Key:** TXR (H4562)

**Firm Name:** Harris Health Plan, Inc.  
**Medicare Name:** Harris Methodist Senior  
**Address:** 611 Ryan Plaza Drive, Suite 900  
Arlington, TX 76011  
**Telephone:** 1-800-633-8598 or (817) 462-7171  
**Counties:** Tarrant  
**Key:** TXR (H4559)



**Firm Name:** Humana Health Plan of Texas - Corpus Christi  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 802 N. Carancahua, Suite 1700  
Corpus Christi, TX 78470  
**Telephone:** (512) 866-2200 or (512) 866-2220  
**Counties:** Nueces, San Particio  
**Key:** TXR (H4504)

**Firm Name:** Humana Health Plan of Texas - San Antonio  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 8431 Fredericksburg Rd., Suite 540  
San Antonio, TX 78229  
**Telephone:** (210) 617-1000 or (210) 617-1010  
**Counties:** Austin, Bexar, Brazoria, Chambers, Colorado, Fayette,  
Fort Bend, Galveston, Harris, Montgomery, Waller  
**Key:** TXR (H4510)

**Firm Name:** Kaiser Foundation Health Plan of Texas  
**Medicare Name:** Kaiser of TX  
**Address:** 12720 Hillcrest Road, Suite 600  
Dallas, TX 75230  
**Telephone:** (214) 479- 0332  
**Counties:** Collin, Dallas, Denton, Ellis, Hood, Hunt, Johnson  
Kaufman, Parker, Rockwall, Tarrant, Wise  
**Key:** TXR (H6451)

**Firm Name:** NYLCare Health Plans of the Gulf Coast, Inc.  
(Formerly, Sanus Health Plan, Inc.)  
**Medicare Name:** NYLCare 65  
**Address:** 2425 West Loop South, Suite 165  
Houston, TX 77027  
**Telephone:** 1-800-659-6505 or (214) 791-3900  
**Counties:** Brazoria, Chambers, Fort Bend, Galveston, Grimes,  
Hardin, Harris, Liberty, Montgomery, Orange, San Jacinto,  
Walker, Waller  
**Key:** TXR (H4558)



**Firm Name:** NYLCare Health Plans of the Southwest, Inc.  
(Formerly, Sanus Texas Health Plan, Inc.)  
**Medicare Name:** NYLCare 65  
**Address:** 4500 Fuller Drive  
Irving, TX 75038  
**Telephone:** 1-800-435-2113 or (214) 791-3900  
**Counties:** Collin, Dallas, Denton, Ellis, Johnson, Parker,  
Rockwall, Tarrant  
**Key:** TXR (H4507)

**Firm Name:** Pacificare of Texas, Inc. - San Antonio  
**Medicare Name:** Secure Horizons  
**Address:** 8200 IH-10 West, Suite 1000  
San Antonio, TX 78230  
**Telephone:** 1-800-950-9355 or (210) 524-9600  
**Counties:** Bexar, Brazos, Collin, Colorado, Dallas, Denton,  
Ellis, Fort Bend, Freestone, Galveston, Gonzales, Grimes,  
Harris, Hood, Hunt, Johnson, Kaufman, Lavaca, Leon,  
Madison, Montgomery, Navarro, Rockwall, Tarrant,  
Wharton, Wilson, Wise  
**Key:** TXR (H4590)

**Firm Name:** PCA Health Plans of Texas, Inc. - Austin  
**Medicare Name:** PCA QualiCare  
**Address:** 8303 Mopac, Suite 450  
Austin, TX 78759  
**Telephone:** 1-800-234-7912  
**Counties:** Atascoca, Bexar, Brazoria, Brazos, Burleson,  
Chambers, Comal, Fort Bend, Galveston, Harris,  
Hays, Lee, Montgomery, Travis, Waller, Washington  
**Key:** TXR (H4557)

**Firm Name:** Prudential Health Care Plan, Inc. - Houston  
**Medicare Name:** Prudential SeniorCare  
**Address:** One Prudential Circle  
Sugar Land, TX 77478  
**Telephone:** 1-800-992-2273  
**Counties:** Brazoria, Fort Bend, Galveston, Harris, Montgomery, Waller  
**Key:** TXR (H4563)

**Firm Name:** Prudential Health Care Plan, Inc. - San Antonio  
**Medicare Name:** Prudential SeniorCare  
**Address:** 40 N.E. Loop 410, Suite 600  
San Antonio, TX 78216  
**Telephone:** 1-800-657-5959 or (210) 366-1921  
**Counties:** Bexar  
**Key:** TXR (H4560)

**Firm Name:** Santa Fe Employees Hospital Association  
**Medicare Name:** Santa Fe Hospital Association  
**Address:** 4912 Midway Drive  
P.O. Box 6130  
Temple, TX 76503  
**Telephone:** 1-800-334-1330 or (817) 773-1330  
**Counties:** None  
**Key:** TXH (H4556)

**Firm Name:** Scott and White Health Plan  
**Medicare Name:** Scott & White Health Plan Seniorcare  
**Address:** 3407 S. 31st Street, Suite 130  
Temple, TX 76502  
**Telephone:** 1-800-456-7947  
**Counties:** Bastrop, Bell, Bosque, Brazos, Burleson, Burnet, Coryell, Falls,  
Fayette, Grimes, Lampasas, Lee, Leon, Madison, McLennan,  
Milam, Robertson, Travis, Washington, Williamson  
**Key:** TXH (H4555)



**SECTION IV: REGIONAL/STATE PLAN LIST**  
**KANSAS CITY - REGION VII**

THE JOURNAL OF THE  
ROYAL ANTHROPOLOGICAL INSTITUTE





**KANSAS CITY - REGION VII  
NEW FEDERAL OFFICE BUILDING  
601 EAST 12TH STREET  
ROOM 220  
KANSAS CITY, MO 64106**

**EXTERNAL RELATIONS BRANCH: (816) 426-2866  
STATES IN REGION VII: IOWA, KANSAS, MISSOURI, NEBRASKA**

**IOWA**

**Firm Name:** Medical Associates Health Plan, Inc.  
**Medicare Name:** Medical Associates Clinic Health Plan  
**Address:** 700 Locust Street, Suite 230  
Dubuque, IA 52001-6800  
**Telephone:** (319) 556-8070  
**Counties:** Allamakee, Clayton, Delaware, Dubuque  
**Key:** IAC (H6151) (Converted from H6161)

**Firm Name:** Principal Health Care of Iowa, Inc.  
**Medicare Name:** Principal Health of Iowa, Inc.  
**Address:** Regency Six, Suite 301  
4600 Westown Parkway  
West Des Moines, IA 50266  
**Telephone:** (515) 225-1234  
**Counties:** Polk, Warren  
**Key:** IAH (H1649)

**Firm Name:** United HealthCare of the Midlands (Formerly, Share  
Health Plan of Nebraska, Inc.)  
**Medicare Name:** Share Seniorcare  
**Address:** 405 Regency Parkway, Suite 100  
Omaha, NE 68114  
**Telephone:** (402) 255-5500 or (402) 225-5600  
**Counties:** Pottawattamie  
**Key:** IAR (H2802)

## KANSAS

**Firm Name:** A.T. & S.F. Employee's Benefit Association  
**Medicare Name:** A.T. & S.F. Employees' Benefit Association  
**Address:** 620 Southeast Madison  
P.O. Box 1979  
Topeka, Kansas 66601-1979  
1-800-992-0241 or (913) 232-8346  
**Counties:** None  
**Key:** KSH (H6171)

**Firm Name:** Good Health HMO, Inc.  
**Medicare Name:** Blue Advantage 65  
**Address:** 2301 Main, 2nd Floor  
One Pershing Square  
Kansas City, MO 64141-6169  
**Telephone:** (816) 395-3777  
**Counties:** Johnson, Wyandotte  
**Key:** KSR (H2656)

**Firm Name:** Humana of Kansas City, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 10450 Holmes Road, Suite 200  
Kansas City, MO 64131-3471  
(816) 943-1050  
**Counties:** Johnson, Wyandotte  
**Key:** KSR (H2649)

**Firm Name:** Kaiser Foundation Health Plan of Kansas City, Inc.  
**Medicare Name:** Kaiser Fndn HP of Kansas City  
**Address:** 10561 Barkley, Suite 200  
Overland Park, KS 66212  
**Telephone:** (913) 469-5607  
**Counties:** Johnson, Wyandotte  
**Key:** KSH (H1703)

**Firm Name:** Total Health Care  
**Medicare Name:** Total Health Care 65  
**Address:** 2301 Main, 2nd Floor  
One Pershing Square  
Kansas City, MO 64141-6169  
**Telephone:** (816) 395-3777  
**Counties:** Johnson, Wyandotte  
**Key:** KSR (H2652)

## MISSOURI

**Firm Name:** Gencare Health Systems  
**Medicare Name:** Gencare CARUS  
**Address:** 77 West Port Plaza, Suite 500  
St. Louis, MO 63146  
**Telephone:** 1-800-627-0607 or (314) 434-6114  
**Counties:** Saint Charles, Saint Louis  
**Key:** MOR (H2658)

**Firm Name:** Good Health HMO, Inc.  
**Medicare Name:** Blue Advantage 65  
**Address:** 2301 Main, 2nd Floor  
One Pershing Square  
Kansas City, MO 64141-6169  
**Telephone:** (816) 395-3777  
**Counties:** Cass, Clay, Jackson, Platte  
**Key:** MOR (H2656)

**Firm Name:** Group Health Plan, Inc.  
**Medicare Name:** GHP Senior Plan  
**Address:** 940 West Port Plaza Drive  
Suite 300  
St. Louis, MO 63146  
**Telephone:** (314) 453-1700  
**Counties:** Franklin, Jefferson, Saint Charles, Saint Louis,  
Saint Louis City  
**Key:** MOH (H2601)

**Firm Name:** Group Health Plan, Inc.  
**Medicare Name:** Advantra  
**Address:** 940 West Port Plaza Drive  
Suite 300  
St. Louis, MO 63146  
**Telephone:** (314) 453-1700  
**Counties:** Franklin, Jefferson, Saint Charles, Saint Louis,  
Saint Louis City, Warren  
**Key:** MOR (H2663)

**Firm Name:** Alliance Blue Cross and Blue Shield  
**Medicare Name:** BlueChoice Senior  
**Address:** 1831 Chestnut Street  
P.O. Box 66859  
St. Louis, MO 63166-9713  
**Telephone:** 1-800-652-6387 or (314) 923-4444  
**Counties:** Saint Charles, Saint Louis  
**Key:** MOR (H2659)

**Firm Name:** Humana Kansas City, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 10450 Holmes Road, Suite 200  
Kansas City, MO 64131-3471  
**Telephone:** (816) 943-1050  
**Counties:** Cass, Clay, Jackson, Platte  
**Key:** MOR (H2649)

**Firm Name:** Physicians HP of Greater St. Louis, Inc.  
**Medicare Name:** CARUS  
**Address:** 77 West Port Plaza, Suite 500  
St. Louis, MO 63146  
**Telephone:** (314) 275-7000  
**Counties:** Franklin, Jefferson, Saint Charles, Saint Louis  
**Key:** MOR (H2654)

**Firm Name:** St. Louis Labor Health Institute  
**Medicare Name:** Labor Health Institute  
**Address:** 300 South Grand Boulevard  
St. Louis, MO 63103  
**Telephone:** (314) 658-5613  
**Counties:** None  
**Key:** MOH (H6261)

**Firm Name:** Total Health Care  
**Medicare Name:** Total Health Care 65  
**Address:** 2301 Main, 2nd Floor  
One Pershing Square  
Kansas City, MO 64141-6169  
**Telephone:** (816) 395-3777  
**Counties:** Cass, Clay, Jackson, Platte  
**Key:** MOR (H2652)

## NEBRASKA

**Firm Name:** United Health Care of the Midlands (Formerly, Share  
Health Plan of Nebraska, Inc.)  
**Medicare Name:** Share Seniorcare  
**Address:** 450 Regency Parkway, Suite 100  
Omaha, NE 68114  
**Telephone:** (402) 255-5500 or (402) 255-5600  
**Counties:** Douglas  
**Key:** NER (H2802)





**SECTION IV: REGIONAL/STATE PLAN LIST  
DENVER - REGION VIII**



**DENVER - REGION VIII  
FEDERAL OFFICE BUILDING  
1961 STOUT STREET  
ROOM 522  
DENVER, CO 80294**

**BENEFICIARY SERVICES BRANCH: (303) 844-4024 EXT. 343  
STATES IN REGION VIII: COLORADO, MONTANA, NORTH DAKOTA,  
SOUTH DAKOTA, UTAH, WYOMING**

**COLORADO**

**Firm Name:** CIGNA HealthCare of Colorado, Inc.  
**Medicare Name:** CIGNA HealthCare for Seniors  
**Address:** 3900 East Mexico Avenue, Suite 1100  
Denver, CO 80210-3946  
**Telephone:** 1-800-245-2471 or (303) 782-1565  
**Counties:** Adams, Arapahoe, Denver, Douglas, Jefferson  
**Key:** COR (H0659)

**Firm Name:** FHP of Colorado, Inc.  
**Medicare Name:** Senior Plan  
**Address:** 6455 South Yosemite  
Englewood, CO 80111  
**Telephone:** 1-800-990-7526 or (303) 220-5800  
**Counties:** Adams, Arapahoe, Boulder, Crowley, Denver, Douglas, El Paso,  
Fremont, Huerfano, Jefferson, Otero, Pueblo, Teller  
**Key:** COR (H0609)

**Firm Name:** FHP of Colorado, Inc. (Terminated 12/95)  
**Medicare Name:** Senior Plan  
**Address:** 720 North Main St., Suite 200  
Pueblo, CO 81003  
**Telephone:** 1-800-877-9777 or (719) 542-2685  
**Counties:** Crowley, Fremont, Huerfano, Otero, Pueblo  
**Key:** COH (H0651)

**Firm Name:** FHP of Colorado, Inc. (Terminated 12/95)  
**Medicare Name:** Senior Plan  
**Address:** 5725 Mark Dabbling Boulevard, Suite 150  
Colorado Springs, CO 80919  
**Telephone:** 1-800-255-1139 or (719) 548-8700  
**Counties:** El Paso, Teller  
**Key:** COH (H0652)

**Firm Name:** HMO Colorado, Inc. - Denver  
**Medicare Name:** BlueAdvantage for Seniors  
**Address:** 700 Broadway, Suite 612  
Denver, CO 80273  
**Telephone:** (303) 831-7046  
**Counties:** Adams, Arapahoe, Boulder, Denver, Douglas, Jefferson  
**Key:** COR (H0603)

**Firm Name:** HMO Health Plans, Inc.  
**Medicare Name:** Medicare Plan  
**Address:** 95 West First Avenue  
Monte Vista, CO 81144  
**Telephone:** (719) 852-4055  
**Counties:** Alamosa, Conejos, Costilla, Mineral, Rio Grande, Saguache  
**Key:** COC (H0657)

**Firm Name:** Kaiser Foundation Health Plan of CO  
**Medicare Name:** Senior Advantage  
**Address:** Water Park I,  
2500 South Havana  
Aurora, CO 80014  
**Telephone:** 1-800-632-9700  
**Counties:** Adams, Arapahoe, Boulder, Denver, Douglas, Jefferson, Weld  
**Key:** COH (H0600)

**Firm Name:** Kaiser Foundation Health Plan of CO  
**Medicare Name:** Senior Advantage  
**Address:** Water Park I  
2500 South Havana  
Aurora, CO 80014  
**Telephone:** 1-800-632-9700  
**Counties:** Adams, Arapahoe, Boulder, Clear Creek, Denver, Douglas,  
Elbert, Gilpin, Jefferson, Larimer, Park, Weld  
**Key:** COR (H0630)



**Firm Name:** Qual-Med Plans for Health of Colorado, Inc. - Colorado Springs  
**Medicare Name:** Senior Security  
**Address:** 5575 Tech Center Drive, Suite 120  
Colorado Springs, CO 80919  
**Telephone:** 1-800-847-3990 or (719) 594-4949  
**Counties:** El Paso, Teller  
**Key:** COC (H0656)

**Firm Name:** Qual-Med Plans for Health of Colorado, Inc. - Denver  
**Medicare Name:** Senior Security  
**Address:** 14001 East Illiff Avenue, Suite 118  
Aurora, CO 80014  
**Telephone:** 1-800-847-3990 or (303) 750-4949  
**Counties:** Adams, Arapahoe, Boulder, Clear Creek, Denver, Douglas, Jefferson  
**Key:** COR (H0615)

**Firm Name:** Qual-Med Plans for Health of Colorado, Inc. - Pueblo  
**Medicare Name:** Senior Security  
**Address:** 225 North Main  
Pueblo, CO 80014  
**Telephone:** 1-800-628-2287 or (719) 544-4949  
**Counties:** Custer, Fremont, Huerfano, Pueblo  
**Key:** COC (H0655)

**Firm Name:** Rocky Mountain HMO  
**Medicare Name:** Rocky Mountain Medicare Plan  
**Address:** 2775 Crossroads Blvd., P.O. Box 10600  
Grand Junction, CO 81502  
**Telephone:** (303) 243-7050  
**Counties:** Adams, Arapahoe, Archuleta, Boulder, Clear Creek, Delta,  
Denver, Douglas, Dolores, Eagle, Garfield, Gilpin, Gunnison,  
Jefferson, LaPlata, Mesa, Moffat, Montezuma, Montrose, Ouray,  
Pitkin, Rio Blanco, San Juan, San Miguel, Summit  
**Key:** COC (H0602)

**Firm Name:** Rocky Mountain HMO - Denver (Terminated 01/96)  
**Medicare Name:** Rocky Mountain Medicare Plan  
**Address:** 2775 Crossroads Blvd., P.O. Box 10600  
Grand Junction, CO 81502  
**Telephone:** (303) 243-7050  
**Counties:** Adams, Arapahoe, Boulder, Denver, Douglas, Jefferson  
**Key:** COC (H0653) (Converted to H0602)

**MONTANA**  
(none listed)

**NORTH DAKOTA**

**Firm Name:** Heart of America HMO  
**Medicare Name:** Heart of America  
**Address:** Human Service Center  
802 South Main  
Rugby, ND 58368  
**Telephone:** 1-800-525-5661 or (701) 776-5848  
**Counties:** Benson, Bottineau, McHenry, Pierce, Rolette,  
Towner, Wells  
**Key:** NDC (H3503)

**SOUTH DAKOTA**  
(none listed)

**UTAH**

**Firm Name:** Deseret Healthcare Trust  
**Medicare Name:** Deseret Healthcare Senior Choice Health Plan  
**Address:** 60 East South Temple  
Salt Lake City, UT 84145  
**Telephone:** 1-800-777-3622 or (801) 578-5600  
**Counties:** Box Elder, Cache, Davis, Juab, Salt Lake,  
Summit, Utah, Wasatch, Weber  
**Key:** UTH (H4650)

**Firm Name:** FHP, Inc. - Utah  
**Medicare Name:** Senior Advantage  
**Address:** 35 West Broadway  
Salt Lake City, UT 84101  
**Telephone:** (801) 355-1234  
**Counties:** Box Elder, Cache, Davis, Morgan, Salt Lake,  
Summit, Tooele, Utah, Wasatch, Washington  
**Key:** UTH (H4600)

**Firm Name:** IHC Group, Inc.  
**Medicare Name:** IHC Senior Care  
**Address:** 36 South State Street, Suite 1400  
Salt Lake City, UT 84147  
**Telephone:** 1-800-442-4467 or (801) 442-4700  
**Counties:** Davis, Morgan, Salt Lake, Utah, Weber  
**Key:** UTH (H4649)

**Firm Name:** Union Pacific RR Employee Health System  
**Medicare Name:** Union Pacific RR Employee Health System  
**Address:** 795 North 400 West  
Salt Lake City, UT 84103  
**Telephone:** 1-800-547-0421 or (801) 595-4300  
**Counties:** None  
**Key:** UTH (H4652)

**WYOMING**  
**(none listed)**



**SECTION IV: REGIONAL/STATE PLAN LIST  
SAN FRANCISCO - REGION IX**





**SAN FRANCISCO - REGION IX  
75 HAWTHORNE STREET  
4TH FLOOR  
SAN FRANCISCO, CA 94105**

**MANAGED CARE OPERATIONS: (415) 744-3617  
STATES IN REGION IX: AMERICAN SAMOA, ARIZONA, CALIFORNIA, GUAM,  
HAWAII, NEVADA**

**AMERICAN SAMOA  
(none listed)**

**ARIZONA**

**Firm Name:** CIGNA HealthCare Plan of Arizona, Inc.  
**Medicare Name:** CIGNA Health Plan for Seniors  
**Address:** 11001 N. Black Canyon Highway, Suite 400  
Phoenix, AZ 85029  
**Telephone:** 1-800-572-9990 or 1-800-552-4462  
**Counties:** Maricopa, Pima, Pinal  
**Key:** AZR (H0354)

**Firm Name:** FHP, Inc. - Arizona  
**Medicare Name:** Senior Plan  
**Address:** 410 North 44th Street  
P.O. Box 52078  
Phoenix, AZ 85072-2078  
**Telephone:** 1-800-347-8600 or (602) 244-2707 or (602) 748-2500  
**Counties:** Maricopa, Pima, Pinal  
**Key:** AZR (H0303)

**Firm Name:** Humana Health Care Plans  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 2231 East Camelback Road, Suite 208  
Phoenix, AZ 85016-3453  
**Telephone:** 1-800-852-8260 or (602) 381-4333 / (520) 745-1348  
**Counties:** Maricopa, Pima, Pinal  
**Key:** AZR (H0307)

**Firm Name:** Intergroup Prepaid Health Service of Arizona, Inc.  
**Medicare Name:** Senior Care  
**Address:** 2800 N. 44th, Suite 900  
Phoenix, AZ 85008-1502  
**Telephone:** 1-800-289-2818 or (602) 721-1122  
**Counties:** Cochise, Gila, Graham, Greenlee, Maricopa,  
Pinal, Pima, Santa Cruz  
**Key:** AZR (H0351)

**Firm Name:** Maricopa County Health Plan  
**Medicare Name:** Maricopa County Health Plan  
**Address:** 2516 E. University  
Phoenix, AZ 85034  
**Telephone:** 1-800-582-8686 or (602) 267-5574  
**Counties:** Maricopa  
**Key:** AZR (H0350)

**Firm Name:** Partners Health Plan of Arizona  
**Medicare Name:** Senior Choice  
**Address:** 333 East Wetmore Road, Suite 125  
Tucson, AZ 85705  
**Telephone:** 1-800-696-8151  
**Counties:** Cochise, Graham, Greenlee, Pima, Pinal,  
Santa Cruz  
**Key:** AZR (H0352)

## CALIFORNIA

**Firm Name:** Aetna Health Plans of California  
**Medicare Name:** Senior Choice  
**Address:** 1111 Bayhill Drive, Suite 300  
San Bruno, CA 94066  
**Telephone:** 1-800-345-8883  
**Counties:** Alameda, Contra Costa, Marin, San Francisco,  
San Mateo, Santa Clara  
**Key:** CAR (H0547)

**Firm Name:** Aetna Health Plans of California  
**Medicare Name:** Senior Choice  
**Address:** 10459 Mountain View Avenue  
Loma Linda, CA 92354  
**Telephone:** 1-800-776-0360  
**Counties:** Kern, Los Angeles, Orange, Riverside,  
San Bernardino, Ventura  
**Key:** CAR (H0523)

**Firm Name:** CaliforniaCare Health Plans  
**Medicare Name:** Senior CaliforniaCare  
**Address:** 21555 Oxnard Street  
Woodland Hills, CA 91367  
**Telephone:** 1-800-333-3883 or 1-800-765-2585  
**Counties:** Kern, Los Angeles, Orange, Riverside, San Bernardino,  
San Diego, San Luis Obispo, Santa Barbara, Ventura  
**Key:** CAR (H0564)

**Firm Name:** CaliforniaCare Health Plans  
**Medicare Name:** Senior CaliforniaCare-Fresno/Madera  
**Address:** 21555 Oxnard Street  
Woodland Hills, CA 91367  
**Telephone:** 1-800-333-3883 or 1-800-765-2585  
**Counties:** Fresno, Madera  
**Key:** CAR (H0590)

**Firm Name:** CaliforniaCare Health Plans  
**Medicare Name:** Senior CaliforniaCare-Northern California  
**Address:** 21555 Oxnard Street  
Woodland Hills, CA 91367  
**Telephone:** 1-800-333-3883 or 1-800-765-2585  
**Counties:** Alameda, Contra Costa, Placer, Sacramento,  
San Francisco, Santa Clara  
**Key:** CAR (H0591)

**Firm Name:** CareAmerica Health Plans  
**Medicare Name:** CareAmerica 65 Plus & Golden Outlook  
**Address:** 6300 Canoga Ave.  
Woodland Hills, CA 91367  
**Telephone:** Golden Outlook: (310) 904-6014  
8332 Iowa Street, Downey, CA 90241  
CareAmerica 65 Plus: 1-800-776-4466 or 1-800-488-8000  
**Counties:** Los Angeles, Orange, Riverside, San Bernardino  
**Key:** CAR (H0554)

**Firm Name:** Chinese Community Health Plan  
**Medicare Name:** CCHP Medicare  
**Address:** 170 Columbus Ave., Suite 210  
San Francisco, CA 94133  
**Telephone:** (415) 397-3190  
**Counties:** San Francisco  
**Key:** CAR (H0571)

**Firm Name:** CIGNA Health Care of California, Inc.  
**Medicare Name:** CIGNA Healthcare for Seniors  
**Address:** 505 N. Brand Boulevard  
P.O. Box 2125  
Glendale, CA 91203  
**Telephone:** 1-800-747-8686  
**Counties:** Los Angeles, Orange, Riverside, San Bernardino,  
San Diego, Ventura  
**Key:** CAR (H0581) CAH (H6054/H6055/H0656 - CLOSED)

**Firm Name:** CIGNA Health Care of California, Inc.  
**Medicare Name:** CIGNA Healthcare for Seniors  
**Address:** 505 N. Brand Boulevard  
P.O. Box 2125  
Glendale, CA 91203  
**Telephone:** 1-800-747-8686  
**Counties:** Alameda, Contra Costa, San Francisco, San Mateo, Santa Clara  
**Key:** CAR (H0588)



**Firm Name:** Contra Costa Health Plan  
**Medicare Name:** Senior Health Plus 50 (High Option) Senior Health (Basic)  
**Address:** 595 Center Avenue, Suite 100  
Martinez, CA 94553  
**Telephone:** (510) 313-6070 or (510) 313-6060  
**Counties:** Contra Costa  
**Key:** CAC (H0502)

**Firm Name:** FHP, Inc. - Southern California  
**Medicare Name:** FHP Senior Plan/FHP California  
**Address:** 18000 Studebaker Road  
Cerritos, CA 90701  
**Telephone:** 1-800-589-8902 or 1-800-225-4347  
**Counties:** Kern, Los Angeles, Orange, Riverside,  
San Bernardino, San Diego, Ventura  
**Key:** CAR (H9030)

**Firm Name:** FHP, Inc. - Northern California  
**Medicare Name:** Senior Plan, Senior Plan Plus  
**Address:** 2300 Clayton Road, Suite 1000  
Concord, CA 94520-2100  
**Telephone:** 1-800-635-2273 or 1-800-381-3813  
**Counties:** Alameda, Contra Costa, Sacramento, San Francisco,  
San Mateo, Santa Clara, Stanislaus  
**Key:** CAR (H0580)

**Firm Name:** Foundation Health Plan, A California Plan  
**Medicare Name:** Senior Value  
**Address:** P.O. Box 254707  
Sacramento, CA 95865-4707  
**Telephone:** 1-800-543-7589  
**Counties:** Los Angeles, Riverside, San Bernardino, Ventura  
**Key:** CAR (H0557)

**Firm Name:** Foundation Health, A California Plan  
**Medicare Name:** Senior Value  
**Address:** P.O. Box 254707  
Sacramento, CA 95865-4707  
**Telephone:** 1-800-543-7589  
**Counties:** Sacramento, Yolo  
**Key:** CAR (H0586)

**Firm Name:** Health Net  
**Medicare Name:** Seniority Plus - Northern California  
**Address:** P.O. Box 9103  
Van Nuys, CA 91409-9103  
**Telephone:** 1-800-522-0088 or 1-800-935-6565  
**Counties:** Alameda, Butte, Colusa, Contra Costa, El Dorado, Glenn,  
Marin, Napa, Placer, Plumas, Sacramento, San Francisco,  
San Mateo, Santa Clara, Sierra, Solano, Sutter, Yolo, Yuba  
**Key:** CAR (H0562)

**Firm Name:** Health Net  
**Medicare Name:** Seniority Plus - Southern California  
**Address:** P.O. Box 9103  
Van Nuys, CA 91409-9103  
**Telephone:** 1-800-522-0088 or 1-800-935-6565  
**Counties:** Kern, Los Angeles, Orange, Riverside, San Bernardino  
San Diego, San Luis Obispo, Santa Barbara, Ventura  
**Key:** CAR (H0563)

**Firm Name:** Health Net  
**Medicare Name:** Seniority Plus - Central Valley  
**Address:** P.O. Box 9103  
Van Nuys, CA 91409-9103  
**Telephone:** 1-800-522-0088 or 1-800-935-6565  
**Counties:** Fresno, Madera, Mariposa, Tulare  
**Key:** CAR (H0570)

**Firm Name:** Health Plan of the Redwoods  
**Medicare Name:** Mediprime  
**Address:** 3033 Cleveland Avenue  
Santa Rosa, CA 95403-2170  
**Telephone:** 1-800-248-2070 or (707) 525-4300  
**Counties:** Sonoma  
**Key:** CAR (H0566)

**Firm Name:** Inter Valley Health Plan  
**Medicare Name:** Service to Seniors  
**Address:** 300 S. Park Avenue, Suite 300  
Pomona, CA 91766  
**Telephone:** (909) 623-5958 or 1-800-251-8191  
**Counties:** Los Angeles, Riverside, San Bernardino, Orange,  
Greater Whittier, Greater Pasadena  
**Key:** CAR (H0545)

**Firm Name:** Kaiser Foundation Health Plan, Inc. - Oakland  
**Medicare Name:** Senior Advantage  
**Address:** 1950 Franklin, 8th Floor  
 Oakland, CA 94612  
**Telephone:** 1-800-814-0888  
**Counties:** Alameda, Amador, Contra Costa, Eldorado, Fresno, Kings, Madera,  
 Marin, Napa, Placer, Sacramento, San Francisco, San Joaquin,  
 San Mateo, Santa Clara, Solano, Sonoma, Sutter, Tulare, Yolo, Yuba  
**Key:** CAR (H0583) CAR (H0584) CAH (H6052 - CLOSED)

**Firm Name:** Kaiser Foundation Health Plan, Inc. - Los Angeles  
**Medicare Name:** Senior Advantage  
**Address:** Walnut Center  
 393 East Walnut  
 Pasadena, CA 91188-8314  
**Telephone:** 1-800-443-0815 or 1-800-464-4000  
**Counties:** Kern, Los Angeles, Orange, Riverside,  
 San Diego, San Bernardino, Ventura  
**Key:** CAR (H0524) CAR (H0526) CAH (H6050 - CLOSED)

**Firm Name:** Lifeguard, Inc.  
**Medicare Name:** Lifeguard SeniorPlan  
**Address:** 1851 McCarthy Boulevard  
 Milpitas, CA 95035  
**Telephone:** 1-800-540-3922 or (408) 943-9400  
**Counties:** Alameda, Contra Costa, San Mateo, Santa Clara, Santa Cruz  
**Key:** CAR (H0594)

**Firm Name:** Lifeguard, Inc.  
**Medicare Name:** Lifeguard SeniorPlan  
**Address:** 1851 McCarthy Boulevard  
 Milpitas, CA 95035  
**Telephone:** 1-800-540-3922 or (408) 383-4318  
**Counties:** San Luis Obispo  
**Key:** CAR (H0595)

**Firm Name:** Maxicare, A California Corporation  
**Medicare Name:** MAX65  
**Address:** 1149 S. Broadway Street  
 Los Angeles, CA 90015  
**Telephone:** 1-800-392-6565 or (213) 742-9955  
**Counties:** Los Angeles, Orange, Riverside, San Bernardino  
**Key:** CAR (H0558)

**Firm Name:** National Medical Enterprises, Inc.  
**Medicare Name:** SecurityCare  
**Address:** 1005 West Orangeburg Avenue, Suite B  
Modesto, CA 95350  
**Telephone:** 1-800-468-8600 or (209) 527-3350  
**Counties:** Alameda, Calaveras, Contra Costa, Merced  
San Joaquin, Stanislaus, Tuolumne  
**Key:** CAR (H0568)

**Firm Name:** National Medical Enterprises, Inc.  
**Medicare Name:** SecurityCare  
**Address:** 1005 West Orangeburg Avenue, Suite B  
Modesto, CA 95350  
**Telephone:** 1-800-468-8600 or (209) 527-3350  
**Counties:** Lassen, Los Angeles, Modoc, Orange, Shasta, Siskiyou  
**Key:** CAR (H0592) CAR (H0593)

**Firm Name:** Pacificare of California, Inc. - Northern California  
**Medicare Name:** Secure Horizons  
**Address:** P.O. Box 489  
Cypress, CA 90630  
**Telephone:** 1-800-228-2144  
**Counties:** Alameda, Butte, Contra Costa, Fresno, Madera, Monterey,  
Napa, Placer, Sacramento, San Francisco, San Joaquin, San Mateo,  
Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus  
**Key:** CAR (H0559) CAR (H0598)

**Firm Name:** Pacificare of California, Inc. - Southern California  
**Medicare Name:** Secure Horizons  
**Address:** P.O. Box 489  
Cypress, CA 90630  
**Telephone:** 1-800-228-2144  
**Counties:** Kern, Los Angeles, Orange, Riverside, San Bernardino,  
San Diego, San Luis Obispo, Santa Barbara, Ventura  
**Key:** CAR (H0543) CAC (H0513 - CLOSED)

**Firm Name:** Pacificare of California, Inc. (Formerly, Central Valley HP, Inc. )  
**Medicare Name:** Secure Horizons (Terminated 01/96)  
**Address:** P.O. Box 489  
Cypress, CA 90630  
**Telephone:** 1-800-228-2144  
**Counties:** Fresno, Madera  
**Key:** CAR (H0582)



**Firm Name:** Prudential Health Care Plan of CA  
**Medicare Name:** Prucare One (Southern)  
**Address:** 21261 Burbank Blvd., 3rd Floor  
Woodland Hills, CA 91367  
**Telephone:** 1-800-286-4778  
**Counties:** Kern, Los Angeles, Orange, Riverside, San Bernardino  
San Diego, San Luis Obispo, Ventura  
**Key:** CAR (H0576)

**Firm Name:** Prudential Health Care Plan of CA  
**Medicare Name:** Prucare One (Northern)  
**Address:** 21261 Burbank Blvd., 3rd Floor  
Woodland Hills, CA 91367  
**Telephone:** 1-800-286-4778 or (818) 712-5015  
**Counties:** Alameda, Contra Costa, Sacramento, San Francisco,  
San Joaquin, San Mateo, Santa Clara  
**Key:** CAR (H0577)

**Firm Name:** Qual-Med Plans for Health (Terminated 12/94)  
**Medicare Name:** Qual-Med Senior Security  
**Address:** 155 Grand Avenue, Suite 310  
Oakland, CA 94612  
**Telephone:** 1-800-753-5328  
**Counties:** Alameda, Contra Costa, Marin, San Francisco, San Mateo  
**Key:** CAR (H0517) (H0561 previous plan no)

**Firm Name:** Qual-Med Plans for Health (Terminated 12/94)  
**Medicare Name:** Qual-Med Senior Security  
**Address:** 3201 Del Paso Blvd.  
Sacramento, CA 95815  
**Telephone:** 1-800-753-5328  
**Counties:** Sacramento, El Dorado, Placer, Yolo, Butte,  
Colusa Glenn, Sierra, Plumas, Solano Sutter, Yuba  
**Key:** CAR (H9037)

**Firm Name:** Santa Fe Employees Hospital Association  
**Medicare Name:** Santa Fe Employees Hospital Association  
**Address:** 551 E. San Bernadino Road  
Covina, CA 91723  
**Telephone:** (818) 967-3550  
**Counties:** None  
**Key:** CAH (H6053)



**Firm Name:** TakeCare Health Plan, Inc. - Northern (Terminated 06/95)  
**Medicare Name:** Take Care Health Plan for Seniors  
**Address:** 2300 Clayton Road, Suite 1000  
Concord, CA 94520  
**Telephone:** 1-800-381-3813  
**Counties:** Sacramento, Santa Clara, Stanislaus  
**Key:** CAR (H0569) CAR (H0579)

**Firm Name:** Watts Foundation Health, Inc./United Health Plan  
**Medicare Name:** United Health Plan for Seniors  
**Address:** 3405 W. Imperial Highway  
Inglewood, CA 90303  
**Telephone:** 1-800-544-0088 or (310) 671-3465  
**Counties:** Los Angeles, Orange, San Bernardino  
**Key:** CAR (H9016)

**GUAM**  
(none listed)

**HAWAII**

**Firm Name:** Kaiser Foundation Health Plan  
**Medicare Name:** Senior Plan  
**Address:** 711 Kapiolani Blvd.  
Honolulu, HI 96813  
**Telephone:** (808) 243-6000 or (808) 243-6695  
**Counties:** Honolulu, Maui  
**Key:** HIR (H1230)

**Firm Name:** Kaiser Foundation Health Plan  
**Medicare Name:** Kaiser FHP  
**Address:** 711 Kapiolani Blvd.  
Honolulu, HI 96813  
**Telephone:** (808) 243-6000 or (808) 243-6695  
**Counties:** Honolulu, Maui  
**Key:** HIH (H1200)

**Firm Name:** Hawaii Medical Service Association  
**Medicare Name:** 65C Plus  
**Address:** 818 Keeaumoku Street  
P.O. Box 860  
Honolulu, HI 96808-0860  
**Telephone:** (808) 948-6265  
**Counties:** Kauai, Maui, Hawaii, Honolulu, Molokai, Lanai  
**Key:** HIC (H1203)

## NEVADA

**Firm Name:** FHP, Inc. - Nevada  
**Medicare Name:** Senior Plan  
**Address:** 2300 W. Sahara Avenue, Suite 700  
P.O. Box 14  
Las Vegas, NV 89102-4354  
**Telephone:** 1-800-501-9933 or (702) 222-4646  
**Counties:** Clark, Mohave (Arizona)  
**Key:** NVR (H2949)

**Firm Name:** Health Plan of Nevada, Inc.  
**Medicare Name:** Senior Dimensions  
**Address:** P.O. Box 15645  
Las Vegas, NV 89114-5645  
**Telephone:** 1-800-650-6232 or (702) 242-7301  
**Counties:** Clark, Lyon, Mineral, Nye, Washoe  
**Key:** NVR (H2931)

**Firm Name:** Hometown Health Plan  
**Medicare Name:** Senior Care Plus Health Plan  
**Address:** 400 South Wells Avenue  
Reno, NV 89502  
**Telephone:** 1-800-336-0123 or 1-800-323-0049  
**Counties:** Washoe  
**Key:** NVR (H2960) (Converted from H2957)

**Firm Name:** Humana Health Plan, Inc.  
**Medicare Name:** Humana Gold Plus Plan  
**Address:** 3107 S. Maryland Parkway  
Las Vegas, NV 89109  
**Telephone:** (702) 735-7275  
**Counties:** Clark, Nye  
**Key:** NVR (H2959)



**SECTION IV: REGIONAL/STATE PLAN LIST  
SEATTLE - REGION X**





**SEATTLE - REGION X  
MAIL STOP: RX-47  
2201 6TH AVENUE  
SEATTLE, WA 94105**

**MANAGED CARE CLUSTER: (206) 615-2351  
STATES IN REGION X: ALASKA, IDAHO, OREGON, WASHINGTON**

**ALASKA  
(none listed)**

**IDAHO**

**Firm Name:** Group Health Northwest, Washington  
**Medicare Name:** Group Health  
**Address:** West 5615 Sunset Highway  
Spokane, WA 99204  
**Telephone:** 1-800-497-2210 or (509) 838-9100  
**Counties:** Bonner, Kootenai  
**Key:** WAC (H5002)

**OREGON**

**Firm Name:** HealthGuard Services, Inc. (Terminated 12/95)  
**Medicare Name:** SelectCare Senior Plus  
**Address:** 600 Country Club Road  
Eugene, OR 97401  
**Telephone:** 1-800-248-2330 or (541) 485-1850  
**Counties:** Lane  
**Key:** ORR (H3854)

**Firm Name:** HealthGuard Services, Inc.  
**Medicare Name:** SelectCare Senior Plus  
**Address:** 600 Country Club Road  
Eugene, OR 97401  
**Telephone:** 1-800-248-2330 or (541) 485-1850  
**Counties:** Clatsop, Columbia  
**Key:** ORR (H3857)

**Firm Name:** HealthGuard Services, Inc.  
**Medicare Name:** SelectCare Senior Plus  
**Address:** 600 Country Club Road  
Eugene, OR 97401  
**Telephone:** 1-800-248-2330 or (541) 485-1850  
**Counties:** Benton, Douglas, Lane, Linn, Marion, Polk  
**Key:** ORR (H3858)

**Firm Name:** HMO Oregon  
**Medicare Name:** Preferred Choice 65  
**Address:** 201 High Street, SE  
Salem, OR 97301  
**Telephone:** 1-800-541-8981 or (503) 391-4585  
**Counties:** Benton, Clatsop, Curry, Douglas, Jackson, Josephine,  
Lane, Linn, Marion, Polk, Tillamook, Yamhill  
**Key:** ORC (H3851)

**Firm Name:** HMO Oregon (Terminated 12/95)  
**Medicare Name:** Preferred Choice 65  
**Address:** 100 SW. Market Street  
Portland, OR 97201  
1-800-541-8981  
**Counties:** Jackson, Josephine  
**Key:** ORC (H3853)

**Firm Name:** HMO Oregon  
**Medicare Name:** First Choice 65  
**Address:** 100 SW. Market Street  
Portland, OR 97201  
**Telephone:** 1-800-541-8981  
**Counties:** Clackamas, Columbia, Multnomah, Washington  
**Key:** ORR (H3856)

**Firm Name:** Kaiser Foundation Health Plan of the NW  
**Medicare Name:** Kaiser Medicare Plus  
**Address:** 2701 NW. Vaughn, Suite 300  
Portland, OR 97210  
**Telephone:** (503) 813-2000  
**Counties:** Benton, Clackamas, Columbia, Linn, Marion,  
Multnomah, Polk, Washington, Yamhill  
**Key:** ORR (H9003) ORC (H3803)

**Firm Name:** PACC  
**Medicare Name:** PACC Medicare HMO Plan  
**Address:** 12901 SE 97th Avenue  
P.O. Box 286  
Clackamas, OR 97015-0286  
**Telephone:** 1-800-568-5625  
**Counties:** Benton, Clackamas, Clatsop, Columbia, Hood  
River, Lane, Lincoln, Linn, Marion, Multnomah,  
Polk, Tillamook, Wasco, Washington, Yamhill  
**Key:** ORC (H3801)

**Firm Name:** Pacificare of Oregon  
**Medicare Name:** Secure Horizons  
**Address:** 5 Centerpointe Drive, Suite 600  
Lake Oswego, OR 97035-8650  
**Telephone:** 1-800-624-6050 or (503) 598-4546  
**Counties:** Benton, Clackamas, Columbia, Douglas, Lane, Linn, Jackson  
Josephine, Marion, Multnomah, Polk, Washington, Yamhill  
**Key:** ORR (H3805)

**Firm Name:** Sisters of Providence  
**Medicare Name:** Good Health Plan of Oregon  
**Address:** 1235 NE. 47th Avenue, Suite 220  
Portland, OR 97213  
**Telephone:** 1-800-878-4445 or (503) 215-7500  
**Counties:** Clackamas, Clatsop, Columbia, Marion, Multnomah,  
Tillamook, Washington, Yamhill  
**Key:** ORR (H9047)

**Firm Name:** Sisters of Providence  
**Medicare Name:** Good Health Plan of Oregon  
**Address:** 1235 NE. 47th Avenue, Suite 220  
Portland, OR 97213  
**Telephone:** 1-800-878-4445 or (503) 215-7500  
**Counties:** Jackson  
**Key:** ORR (H3855)

## WASHINGTON

**Firm Name:** Good Health Plan of Washington  
**Medicare Name:** Sound Choice - Medicare Extra  
**Address:** 1501 4th Ave., Suite 500  
Seattle, WA 98101  
**Telephone:** 1-800-443-0996 or (206) 622-6111  
**Counties:** Adams, Chelan, Douglas, Grant, King, Lincoln  
Okanogan, Pierce, Snohomish, Spokane,  
**Key:** WAR (H5052)

**Firm Name:** Group Health Cooperative of Puget Sound  
**Medicare Name:** Securehealth  
**Address:** 521 Wall Street  
P.O. Box 34750  
Seattle, WA 98124-1750  
**Telephone:** (206) 287-2000  
**Counties:** Clallam, Grays Harbor, Island, King, Kitsap, Lewis, Mason,  
Pierce, San Juan, Skagit, Snohomish, Thurston, Whatcom  
**Key:** WAR (H5050)

**Firm Name:** Group Health Northwest - Washington  
**Medicare Name:** GHNW Standard Option  
**Address:** West 5615 Sunset Highway  
P.O. Box 204  
Spokane, WA 99204-9004  
**Telephone:** 1-800- 497-2210 or (509) 838-9100  
**Counties:** Lincoln, Stevens  
**Key:** WAC (H5002)

**Firm Name:** Group Health Northwest - Washington  
**Medicare Name:** GHNW Standard Option  
**Address:** West 5615 Sunset Highway  
P.O. Box 204  
Spokane, WA 99204-9004  
**Telephone:** 1-800- 497-2210 or (509) 838-9100  
**Counties:** Lincoln, Spokane, Stevens  
**Key:** WAC (H5068)



**Firm Name:** Group Health Northwest - Washington  
**Medicare Name:** GHNW Standard Option  
**Address:** West 5615 Sunset Highway  
P.O. Box 204  
Spokane, WA 99204-9004  
**Telephone:** 1-800- 497-2210 or (509) 838-9100  
**Counties:** Spokane  
**Key:** WAR (H5069)

**Firm Name:** Health Maintenance of Oregon, Inc.  
**Medicare Name:** First Choice 65  
**Address:** 201 High Street  
Salem, OR 97309  
**Telephone:** 1-800-541-8981  
**Counties:** Clark  
**Key:** WAR (H9049)

**Firm Name:** Kaiser Foundation Health Plan of the NW  
**Medicare Name:** Kaiser Medicare Plus I  
**Address:** 2701 NW Vaughn, Suite 300  
Portland, OR 97210  
**Telephone:** (503) 813-2000  
**Counties:** Clark, Cowlitz, Lewis, Wahkiakum  
**Key:** WAR (H9003)

**Firm Name:** Medical Service Corporation  
**Medicare Name:** MSC Classic Care  
**Address:** 3900 East Sprague  
P.O. Box 3048  
Spokane, WA 99220-3048  
**Telephone:** (509) 536-4700  
**Counties:** Spokane  
**Key:** WAR (H5066)



**Firm Name:** PacifiCare of Washington, Inc.  
**Medicare Name:** Secure Horizons  
**Address:** 7525 S.E. 24th  
P.O. Box 9005  
Mercer Island, WA 98040-9004  
**Telephone:** 1-800-255-6673 or (206) 236-1700  
**Counties:** Chelan, Clark, Cowlitz, Douglas, Ferry, Island, King, Lewis,  
Okanogan, Pend Oreille, Pierce, Skagit, Snohomish, Spokane,  
Stevens, Thurston, Walla Walla, Whitman  
**Key:** WAR (H5005) (Converted from H5051 - H5060 - H5065)

**Firm Name:** Pacific Health Plans (Terminated 05/95)  
**Medicare Name:** RSVP: Retired Seniors Value Plan  
**Address:** One Union Square, Suite 700  
600 University Street  
Seattle, WA 98101  
**Telephone:** 1-800-722-4666  
**Counties:** King  
**Key:** WAR (H5051)

**Firm Name:** PacifiCare of Washington, Inc. (Terminated 12/94)  
**Medicare Name:** Secure Horizons  
**Address:** 5 Centerpoint Drive, Suite 600  
Lake Oswego, OR 97035-8650  
**Telephone:** (800) 624-6050  
**Counties:** Clark  
**Key:** WAR (H5060)

**Firm Name:** PacifiCare of Washington, Inc. (Terminated 12/95)  
**Medicare Name:** Secure Horizons  
**Address:** 7525 S.E. 24th  
P.O. Box 9005  
Mercer Island, WA 98040-9004  
**Telephone:** 1-800-255-6673 or (206) 236-1700  
**Counties:** Spokane, Walla Walla, Whitman  
**Key:** WAR (H5065)

**Firm Name:** Qual-Med Washington Health Plan, Inc. - Inland Northwest Division  
**Medicare Name:** Senior Security  
**Address:** Qual-Med Plaza  
201 W. North River Drive, Suite 300  
P.O. Box 2470  
Spokane, WA 99201-2470  
**Telephone:** 1-800-845-7881 or (509) 459-6690  
**Counties:** Spokane  
**Key:** WAR (H5053)

**Firm Name:** Qual-Med Washington Health Plan, Inc. - Puget Sound Region  
**Medicare Name:** Senior Security  
**Address:** 2331 130th Avenue, NE, Suite 200  
Bellevue, WA 98005  
**Telephone:** 1-800-869-7175 or (206) 869-3500  
**Counties:** King, Kitsap, Pierce, Snohomish, Thurston  
**Key:** WAR (H5055)

**Firm Name:** Virginia Mason Health Plan  
**Medicare Name:** Medicare Choice  
**Address:** Metropolitan Park West  
1100 Olive Way, Suite 1580  
Seattle, WA 98101-1828  
**Telephone:** 1-800-624-4083 or (206) 223-8844  
**Counties:** King, Kitsap, Pierce, Snohomish  
**Key:** WAC (H5067) (Converted from H5059)



## **SECTION V: SHMOs**





## **SOCIAL HEALTH MAINTENANCE ORGANIZATIONS SHMOs)**

The social health maintenance organization (SHMO) is an innovative prepaid program that integrates medical, social and long term care. The SHMO merges the HMO concepts of capitation financing and provider risk sharing with the case management and support services concepts of providers of long term care. The demonstration sites are financed through capitation payments from Medicare and Medicaid, and member premiums and copayments.

In March of 1984, four plans initiated service delivery:

Elderplan, Inc., Brooklyn, NY; Group Health, Inc. and Ebenezer Society, Minneapolis, MN; Kaiser-Permanente Center for Health Research, Portland, OR; and Senior Care Action Network (SCAN), Long Beach, CA.

Section 4207 of Public Law 101-508 (Omnibus Budget Reconciliation Act of 1990) authorized the approval of up to four additional SHMO targeting and financing methodologies and benefit design.

Currently, only three of the original four SHMOs are operational. Three new contracts were signed in August 1995 under the name EverCare in the states of Georgia, Maryland and Massachusetts.

**Plan Name:** ElderPlan, Inc.  
**Marketing Name:** ElderPlan  
**Address:** 6323 7th Avenue  
Brooklyn, NY 11220  
**Bene Inquiries:** (718) 921-7898  
**Service Area:** Kings  
**Key:** NYR (H9101)

**Plan Name:** EverCare  
**Marketing Name:** EverCare-Georgia  
**Address:** 3390 Peachtree N.E., Suite 800  
Atlanta, GA 30326  
**Bene Inquiries:** (404) 364-8992  
**Service Area:** Cobb, DeKalb, Fulton  
**Key:** GAR (H1151)

**Plan Name:** EverCare  
**Marketing Name:** EverCare-Maryland  
**Address:** 849 International Drive, Suite 125  
Linthicum, MD 21090  
**Bene Inquiries:** (404) 850-5555  
**Service Area:** Baltimore, Howard, Montgomery  
**Key:** MDR (H2155)

**Plan Name:** EverCare  
**Marketing Name:** EverCare-Massachusetts  
**Address:** 1 Research Drive, Suite 300B  
Westborough, MA 01581  
**Bene Inquiries:** (508) 366-3125  
**Service Area:** Essex, Middlesex, Norfolk, Suffolk  
**Key:** MAR (H2259)

**Plan Name:** Kaiser Foundation Health Plan of the NW  
**Marketing Name:** Kaiser Medicare Plus II  
**Address:** 500 N.E. Multnomah Street, Suite 100  
Portland, OR 97232-2099  
**Bene Inquiries:** (503) 813-2800  
**Service Area:** Clackamas, Multnomah, Washington  
**Key:** ORR (H9103)

**Plan Name:** Senior Care Action Plan (SCAN)  
**Marketing Name:** SCAN  
**Address:** 521 East 4th Street  
Long Beach, CA 90802  
**Bene Inquiries:** (310) 435-0380  
**Service Area:** Los Angeles, Orange  
**Key:** CAR (H9104)

**The Health Care Financing Administration** hopes that the information provided in this directory proves to be a valuable tool for our customers. Please use the form below to forward any comments or corrections to:

Attn: Margie Sharif/Office of Managed Care  
Health Care Financing Administration  
7500 Security Boulevard, Rm S3-02-1  
Baltimore, Maryland 21244-1850

**Comments/Corrections:**

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**Plan Name:** \_\_\_\_\_

**Medicare Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Contract Number:** \_\_\_\_\_

**Counties:** \_\_\_\_\_







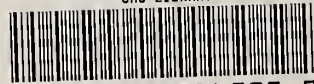








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